EXHIBIT C

Department of Transportation

Air Travel Consumer Report

Air Travel Consumer Report

A Product Of The
OFFICE OF AVIATION ENFORCEMENT AND PROCEEDINGS
Aviation Consumer Protection Division
Issued: February 2019

Flight Delays[1]	December 2018
Mishandled Baggage, Wheelchairs and Scooters[1]	December 2018 January – November 2018
Oversales[1]	4th. Quarter 2018 January - December 2018
Consumer Complaints[2] (Includes Disability and Discrimination Complaints)	December 2018 January - December 2018
Airline Animal Incident Reports[4]	December 2018 January - December 2018
Customer Service Reports to the Dept. of Homeland Security[3]	December 2018

[1] Data collected by the Bureau of Transportation Statistics. Website: http://www.bts.gov
[2] Data compiled by the Aviation Consumer Protection Division. Website: http://www.transportation.gov/airconsumer
[3] Data provided by the Department of Homeland Security, Transportation Security Administration
[4] Data collected by the Aviation Consumer Protection Division

TABLE OF CONTENTS

INTRODUCTION

The *Air Travel Consumer Report* is a monthly product of the Department of Transportation's Office of Aviation Enforcement and Proceedings (OAEP). The report is designed to assist consumers with information on the quality of services provided by the airlines.

The report is divided into sections (Flight Delays, Mishandled Baggage, Oversales, Consumer Complaints, Customer Service Reports to the Transportation Security Administration, and Airline Reports of the Loss, Injury, or Death of Animals During Air Transportation). The sections that deal with flight delays, mishandled baggage and oversales are based on data collected by the Department's Bureau of Transportation Statistics. The section that deals with consumer complaints is based on data compiled by the OAEP's Aviation Consumer Protection Division (ACPD). The section that deals with customer service reports to the Department of Homeland Security's Transportation Security Administration (TSA) is based on data provided by TSA. The section that deals with animal incidents during air transport is based on reports required to be submitted by airlines to the ACPD. Each section of the report is preceded by a brief explanation of how to read and understand the information provided.

The report normally is released by the end of the second week of each month. The report is available via the Internet at:
 http://www.transportation.gov/airconsumer

FLIGHT DELAYS

This section provides information about airline on-time performance, flight delays, and cancellations. It is based on data filed by airlines each month with the Department of Transportation's Bureau of Transportation Statistics (Office of Airline Information), as described in 14 CFR Part 234 of DOT's regulations. It covers nonstop operated and marketed scheduled-service flights between points within the United States (including territories) by the eighteen (18) U.S. air carriers that have at least 0.5 percent of total domestic scheduled-service passenger revenues.

The reportable airports with respect to which data must be submitted to the Department are those large, medium, small, or non-hub airports as defined in 49 U.S.C. 47102. Airports can be accessed through the FAA at: https://www.faa.gov/airports/planning_capacity/passenger_allcargo_stats/categories/.   This report includes 30 largest U.S. airports, except Table 5, which lists more than 200 airports in alphabetical order with the corresponding on-time arrival and departure percentages.

A flight is counted as "on-time" if it operated less than 15 minutes after the scheduled time shown in the carriers' Computerized Reservations Systems (CRS). All tables in this report except Table 4 are based on gate arrival times; Table 4 is based on gate departure times.

In fulfilling DOT's data reporting requirements, the reporting air carriers use automated and/or manual systems for collecting flight data. Those using an automated system rely on the Aircraft Communication Addressing and Reporting System (ACARS) or the Docking Guidance System (DGS). Based on the latest information available to DOT, of the 18 reporting air carriers, 16 carriers (Alaska, Delta, Endeavor, Envoy, ExpressJet, Frontier, JetBlue, Mesa, PSA, Republic, Hawaiian, SkyWest, Spirit, Southwest, United and Virgin America) use ACARS, one carrier (American) uses a combination of ACARS and DGS, and one carrier (Allegiant) uses manual system.

As indicated above, a carrier may voluntarily file data for its entire domestic system. Tables 2, 2A, 3, and 4 are limited to the 30 largest airports; Tables 5, 6, 6A, 7 and 7A contain data on flights to/from all airports that were reported.

Tables 1 through 4 display percentages of flight operations that were on-time. Tables 1, 1A, 1B, 2 and 2A present data by marketing or reporting carrier; airlines are ranked by performance in Tables 1/1A and are listed in alphabetical order in Table 2/2A (see Appendix for codes). Table 1B shows marketing carrier rankings by month and Year-to-Date (YTD) on the percentage of flight operations that arrived on time.

Tables 3 and 4 contain information by airport and time of day time of day that a flight operated in 24-hour clock format. All times are local. A 10:50 departure from Atlanta is 10:50 Atlanta time; if that flight arrived in Dallas at 23:45, that is 11:45 pm Dallas time. Table 5 lists all airports for which there are reports this month in alphabetical order with the corresponding on-time arrival and departure percentages.

Tables 6 and 6A display the number of operations, number of flight cancellations, and percentage of cancellations by air carrier marketing and reporting flights at all airports and for the air carriers' domestic system. Table 7 and 7A displays airline flight delay causation data by categories, and Table 7B provides an overall graphic representation of that data.

Table 8 lists the regularly scheduled flights with tarmac delays of more than 3 hours and Table 8A lists the regularly scheduled international flights with tarmac delays of more than 4 hours.

Except for the flights listed in Tables 8 and 8A this report provides summary information - it does not show the on-time record of individual flights. The on-time performance for individual markets and flights can be searched at https://www.transtats.bts.gov/ONTIME/

Airline Service Quality Performance data from the most recent six months is available for free download as a CD product from the BTS Bookstore at https://apps.bts.gov/pdc/user/products/src/category.xml?pdc_start=1&pdc_end=15&pdc_page=1&c=1&pdc_sort=2+DESC,+4+DESC . CDs for earlier months can be purchased by sending an email to: Orders@bts.gov Additional summary data for airports and airlines can be found at BTS' Flight Delays at-a-Glance at: http://www.transtats.bts.gov/HomeDrillChart.asp

Cause of delay data for airports and airlines can be found at: http://www.transtats.bts.gov/OT_Delay/OT_DelayCause1.asp

Information on the performance of specific flights is displayed on the CRS used by most airlines and travel agencies. Each of the reporting carriers' flights have a one-digit code between 0 and 9 representing that flight's percentage of on-time operations for the latest reported month. For example, "8" means that flight arrived on-time (within 15 minutes) between 80% and 89.9% of the time during the latest reported month.

AIR TRAVEL CONSUMER REPORT

BRANDED CODESHARE PARTNERS

DECEMBER 2018

Based on the latest data available to DOT, for the period covered by this Air Travel Consumer Report, American Airlines, Alaska Airlines, Delta Air Lines, Hawaiian Airlines and United Airlines were holding out flights operated by their branded codeshare partner airlines. Flight Delay and Consumer Complaints sections of this report contain information on these marketing carriers' networks, which consist of flights operated by carriers as identified below:

American Airlines Branded Codeshare Partners	Alaska Airlines Branded Codeshare Partners	Delta Air Lines Branded Codeshare Partners	Hawaiian Airlines Branded Codeshare Partners	United Airlines Branded Codeshare Partners
American Airlines	Alaska Airlines	Delta Air Lines	Hawaiian Airlines	United Airlines
Compass Airlines	Horizon Air	Compass Airlines	Empire Airlines	Air Wisconsin Airlines
Envoy Air	Peninsula Airways	Endeavor Air		Commutair
ExpressJet Airlines	SkyWest Airlines	GoJet Airlines		ExpressJet Airlines
Mesa Airlines		Republic Airways		GoJet Airlines
Piedmont Airlines		SkyWest Airlines		Mesa Airlines
PSA Airlines				Republic Airways
Republic Airways				SkyWest Airlines
SkyWest Airlines				Trans States Airlines
Trans States Airlines				

AIR TRAVEL CONSUMER REPORT

TABLE 1. OVERALL PERCENTAGE OF REPORTED FLIGHT OPERATIONS ARRIVING ON-TIME BY MARKETING CARRIER

DECEMBER 2018

CARRIER	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
AT ALL US AIRPORTS			
HAWAIIAN AIRLINES NETWORK	21	87.5	1
- HAWAIIAN AIRLINES	18	88.4	
- BRANDED CODESHARE PARTNERS	4	78.8	
DELTA AIR LINES NETWORK	220	86.1	2
- DELTA AIR LINES	147	89.1	
- BRANDED CODESHARE PARTNERS	205	82.5	
SPIRIT AIRLINES	43	84.5	3
ALASKA AIRLINES NETWORK	95	80.6	4
- ALASKA AIRLINES	70	81.9	
- BRANDED CODESHARE PARTNERS	52	78.6	
SOUTHWEST AIRLINES	85	78.8	5
ALLEGIANT AIR	120	78.8	6
AMERICAN AIRLINES NETWORK	234	78.0	7
- AMERICAN AIRLINES	102	79.6	
- BRANDED CODESHARE PARTNERS	220	76.7	
UNITED AIRLINES NETWORK	228	77.6	8
- UNITED AIRLINES	103	80.6	
- BRANDED CODESHARE PARTNERS	211	75.5	
JETBLUE AIRWAYS	68	74.5	9
FRONTIER AIRLINES	90	74.4	10
TOTAL AIRPORTS SERVED	360	80.0	

Note: For simplicity, statistics are displayed to one decimal place. Actual ranking order is calculated to nine decimal places.

AIR TRAVEL CONSUMER REPORT

TABLE 1A. OVERALL PERCENTAGE OF REPORTED FLIGHT OPERATIONS ARRIVING ON-TIME BY REPORTING CARRIER*

DECEMBER 2018

CARRIER*	AT ALL US AIRPORTS		RANK
	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	
DELTA AIR LINES	147	89.1	1
HAWAIIAN AIRLINES	18	88.4	2
SPIRIT AIRLINES	43	84.5	3
ENDEAVOR AIR	120	82.9	4
REPUBLIC AIRWAYS	89	82.2	5
ALASKA AIRLINES	70	81.9	6
UNITED AIRLINES	103	80.6	7
AMERICAN AIRLINES	102	79.6	8
SOUTHWEST AIRLINES	85	78.8	9
ALLEGIANT AIR	120	78.8	10
PSA AIRLINES	92	78.5	11
SKYWEST AIRLINES	235	78.3	12
ENVOY AIR	139	76.7	13
MESA AIRLINES	103	76.1	14
JETBLUE AIRWAYS	68	74.5	15
FRONTIER AIRLINES	90	74.4	16
EXPRESSJET AIRLINES	102	70.3	17
TOTAL AIRPORTS SERVED	**346**	**80.3**	

Note: For simplicity, statistics are displayed to one decimal place. Actual ranking order is calculated to nine decimal places.

* All U.S. airlines with at least 0.5 percent of total domestic scheduled-service passenger revenues.

AIR TRAVEL CONSUMER REPORT

TABLE 1B. OVERALL PERCENTAGE OF REPORTED FLIGHT OPERATIONS ARRIVING ON-TIME BY MARKETING CARRIER RANK BY MONTH, AND YEAR-TO-DATE

DECEMBER 2018

CARRIER	Jan 2018 %	Rank	Feb 2018 %	Rank	Mar 2018 %	Rank	Apr 2018 %	Rank	May 2018 %	Rank	Jun 2018 %	Rank	Jul 2018 %	Rank	Aug 2018 %	Rank	Sept 2018 %	Rank	Oct 2018 %	Rank	Nov 2018 %	Rank	Dec 2018 %	Rank	Year-to-date (YTD) %	Rank
ALASKA AIRLINES NETWORK	87.7	2	85.3	1	86.7	1	84.3	2	84.1	3	83.7	2	84.1	2	74.7	5	84.5	4	79.3	8	79.9	5	80.6	4	82.7	3
- ALASKA AIRLINES*	88.9		85.3		86.8		83.4		81.8		82.4		82.9		75.0		85.2		80.0		80.8		81.9		82.5	
- BRANDED CODESHARE PARTNERS	86.3		85.3		86.6		85.7		87.8		85.7		86.0		74.1		83.3		78.3		78.5		78.6		82.9	
ALLEGIANT AIR	78.6	7	78.3	5	78.5	8	78.8	7	76.7	7	69.7	9	67.0	9	78.2	3	82.2	6	83.5	4	78.7	7	78.8	6	76.9	8
AMERICAN AIRLINES NETWORK	77.6	9	76.7	9	81.1	6	82.7	4	78.0	5	72.4	8	72.2	7	73.1	7	78.0	8	79.8	7	79.7	6	78.0	7	77.4	7
- AMERICAN AIRLINES	82.5		80.8		82.3		83.9		78.6		73.7		70.0		72.5		78.3		78.8		80.9		79.6		78.4	
- BRANDED CODESHARE PARTNERS	73.6		73.2		80.1		81.6		77.6		71.4		74.0		73.6		77.8		80.6		78.7		76.7		76.6	
DELTA AIR LINES NETWORK	80.4	6	83.3	2	82.6	4	83.3	3	84.4	2	81.5	3	81.9	3	80.4	2	86.0	2	87.1	3	81.2	4	86.1	2	83.2	2
- DELTA AIR LINES	84.3		87.9		87.0		86.4		85.0		81.5		83.4		83.3		88.3		90.0		83.3		89.1		85.7	
- BRANDED CODESHARE PARTNERS	75.9		78.0		77.5		79.6		83.6		81.4		80.0		76.8		83.0		83.5		78.5		82.5		80.0	
FRONTIER AIRLINES	74.9	10	73.8	11	78.4	9	76.4	9	71.8	9	60.3	10	59.7	10	61.4	10	66.3	10	68.2	10	70.1	10	74.4	10	69.4	10
HAWAIIAN AIRLINES NETWORK	88.3	1	78.1	7	84.2	3	86.2	1	89.1	1	88.4	1	91.5	1	90.0	1	89.6	1	88.5	2	90.2	1	87.5	1	87.8	1
- HAWAIIAN AIRLINES	88.3		80.3		85.3		87.7		90.8		90.7		92.6		91.6		91.1		91.0		91.6		88.4		89.3	
- BRANDED CODESHARE PARTNERS	88.2		62.2		74.7		72.3		73.1		64.8		80.7		73.4		74.9		64.2		76.8		78.8		73.9	
JETBLUE AIRWAYS	65.8	11	74.6	10	64.2	11	67.6	10	71.0	10	73.8	7	67.2	8	66.7	9	77.5	9	78.8	9	71.2	9	74.5	9	71.0	9
SOUTHWEST AIRLINES	81.8	5	77.1	8	78.9	7	77.7	8	76.4	8	77.7	4	74.5	5	77.9	4	85.0	3	83.5	5	81.7	3	78.8	5	79.2	5
SPIRIT AIRLINES	82.9	3	81.9	3	85.1	2	81.8	6	80.3	4	76.8	5	73.6	6	73.3	6	84.2	5	89.0	1	82.1	2	84.5	3	81.1	4
UNITED AIRLINES NETWORK	78.6	8	78.1	6	81.9	5	82.6	5	77.9	6	74.1	6	76.1	4	71.9	8	80.7	7	80.7	6	75.7	8	77.6	8	77.9	6
- UNITED AIRLINES	84.7		84.7		83.9		83.9		78.9		75.2		75.1		70.8		82.2		81.9		77.8		80.6		79.7	
- BRANDED CODESHARE PARTNERS	74.7		74.0		80.6		81.7		77.2		73.2		76.9		72.6		79.7		79.8		74.2		75.5		76.7	
VIRGIN AMERICA*	82.5	4	81.7	4	69.9	10	N/A	N/	N/A	N/	N/A	N/	N/A	N/	N/A	N/	N/A	N/A	N/A	N/	N/A	N/	N/A	N/	N/A	N/
TOTAL	79.4		78.9		80.7		81.3		79.2		76.4		76.0		75.2		81.9		82.3		79.3		80.0		79.2	

Note: For simplicity, statistics are displayed to one decimal place. Actual ranking order is calculated to nine decimal places.

*Effective April 2018, data of the merged operations of Alaska Airlines and Virgin America are combined.

AIR TRAVEL CONSUMER REPORT

TABLE 2. NUMBER OF REPORTED FLIGHT ARRIVALS AND PERCENTAGE ARRIVING ON-TIME BY MARKETING CARRIER AND AIRPORT (30 LARGEST AIRPORTS)

DECEMBER 2018

CARRIER	ARRIVAL AIRPORT*															
	ATL		BOS		BWI		CLT		DCA		DEN		DFW		DTW	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES NETWORK	52	80.8	225	83.1	112	86.6	0	0.0	155	78.1	118	81.4	121	84.3	31	87.1
- ALASKA AIRLINES	52	80.8	225	83.1	112	86.6	0	0.0	155	78.1	118	81.4	121	84.3	31	87.1
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
ALLEGIANT AIR	0	0.0	0	0.0	28	67.9	0	0.0	0	0.0	9	77.8	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	1433	76.7	2321	81.3	671	78.5	18359	78.6	6582	83.8	872	79.4	20152	75.7	986	77.2
- AMERICAN AIRLINES	1029	75.9	2090	81.5	470	80.6	7811	82.0	1898	82.7	810	80.2	11864	77.3	431	83.8
- BRANDED CODESHARE PARTNERS	404	78.7	231	78.8	201	73.6	10548	76.0	4684	84.2	62	67.7	8288	73.4	555	72.1
DELTA AIR LINES NETWORK	24479	87.5	2666	83.0	774	85.7	876	89.5	1326	84.0	1064	92.3	1061	82.7	10552	90.8
- DELTA AIR LINES	19224	89.5	1342	86.1	556	90.1	548	92.3	749	87.2	970	93.6	495	87.3	4410	92.3
- BRANDED CODESHARE PARTNERS	5255	80.0	1324	79.9	218	74.3	328	84.8	577	79.9	94	78.7	566	78.6	6142	89.8
FRONTIER AIRLINES	248	73.4	0	0.0	0	0.0	108	72.2	89	73.0	1646	80.1	31	74.2	33	75.8
HAWAIIAN AIRLINES NETWORK	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
- HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	245	66.1	4196	77.8	219	73.1	125	74.4	885	80.7	88	75.0	43	69.8	118	73.7
SOUTHWEST AIRLINES	3465	77.5	905	75.7	5977	80.2	287	66.9	1371	76.6	5762	83.7	0	0.0	533	75.4
SPIRIT AIRLINES	690	84.5	379	83.9	634	88.2	0	0.0	0	0.0	238	88.2	597	81.4	888	86.6
UNITED AIRLINES NETWORK	879	77.5	1156	81.3	294	78.6	640	75.0	988	80.4	12085	84.8	1001	73.4	706	79.0
- UNITED AIRLINES	337	82.8	1049	80.9	294	78.6	60	80.0	359	79.7	5281	88.0	339	76.1	112	75.0
- BRANDED CODESHARE PARTNERS	542	74.2	107	85.0	0	0.0	580	74.5	629	80.8	6804	82.4	662	72.1	594	79.8
TOTAL	31,491	85.3	11,848	80.1	8,709	80.9	20,395	78.7	11,396	82.2	21,882	84.3	23,006	76.1	13,847	88.2

* See Appendix at end of this section for list of airport codes.

AIR TRAVEL CONSUMER REPORT

TABLE 2. NUMBER OF REPORTED FLIGHT ARRIVALS AND PERCENTAGE ARRIVING ON-TIME BY MARKETING CARRIER AND AIRPORT (30 LARGEST AIRPORTS)

DECEMBER 2018

CARRIER	ARRIVAL AIRPORT*																	
	EWR		FLL		HNL		IAD		IAH		JFK		LAS		LAX	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES NETWORK	396	73.0	135	75.6	291	89.0	146	80.1	44	72.7	437	81.5	717	84.0	2047	81.5
- ALASKA AIRLINES	396	73.0	135	75.6	291	89.0	146	80.1	44	72.7	437	81.5	706	84.0	1712	81.2
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	11	81.8	335	83.3
ALLEGIANT AIR	51	88.2	262	66.4	0	0.0	0	0.0	0	0.0	0	0.0	784	79.2	123	75.6
AMERICAN AIRLINES NETWORK	645	62.8	518	70.7	236	82.2	409	78.7	963	75.6	2057	75.6	1142	79.9	5756	81.0
- AMERICAN AIRLINES	577	63.8	518	70.7	236	82.2	219	77.2	733	74.6	1440	77.5	1142	79.9	3594	83.4
- BRANDED CODESHARE PARTNERS	68	54.4	0	0.0	0	0.0	190	80.5	230	78.7	617	71.3	0	0.0	2162	76.9
DELTA AIR LINES NETWORK	752	68.9	1003	81.5	263	90.9	494	87.7	728	83.9	4597	84.1	1512	88.6	3945	80.3
- DELTA AIR LINES	414	73.7	964	82.2	263	90.9	253	90.1	275	84.7	2583	85.8	1014	92.0	2858	82.3
- BRANDED CODESHARE PARTNERS	338	63.0	39	64.1	0	0.0	241	85.1	453	83.4	2014	81.8	498	81.7	1087	74.8
FRONTIER AIRLINES	0	0.0	36	58.3	0	0.0	61	78.7	38	60.5	0	0.0	600	73.2	55	83.6
HAWAIIAN AIRLINES NETWORK	0	0.0	0	0.0	3364	89.1	0	0.0	0	0.0	31	64.5	80	71.3	186	65.6
- HAWAIIAN AIRLINES	0	0.0	0	0.0	2989	90.5	0	0.0	0	0.0	31	64.5	80	71.3	186	65.6
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	375	77.9	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	794	59.7	2199	68.8	0	0.0	165	88.5	0	0.0	3667	73.9	310	81.9	543	80.8
SOUTHWEST AIRLINES	484	62.2	2195	75.6	0	0.0	186	82.8	0	0.0	0	0.0	5743	83.6	3421	77.8
SPIRIT AIRLINES	304	74.0	1681	81.9	0	0.0	0	0.0	590	82.7	0	0.0	1235	88.6	679	88.2
UNITED AIRLINES NETWORK	9630	68.0	657	70.6	490	81.2	6314	82.9	12539	77.6	0	0.0	1026	80.1	4218	81.6
- UNITED AIRLINES	4896	72.3	657	70.6	490	81.2	2254	83.3	5239	81.3	0	0.0	1016	80.1	2418	82.1
- BRANDED CODESHARE PARTNERS	4734	63.4	0	0.0	0	0.0	4060	82.6	7300	74.9	0	0.0	10	80.0	1800	80.9
TOTAL	13,056	67.4	8,686	74.8	4,644	88.0	7,775	83.0	14,902	77.9	10,789	78.9	13,149	83.2	20,973	80.6

* See Appendix at end of this section for list of airport codes.

AIR TRAVEL CONSUMER REPORT

TABLE 2. NUMBER OF REPORTED FLIGHT ARRIVALS AND PERCENTAGE ARRIVING ON-TIME BY MARKETING CARRIER AND AIRPORT (30 LARGEST AIRPORTS)

DECEMBER 2018

CARRIER	ARRIVAL AIRPORT*															
	LGA		MCO		MDW		MIA		MSP		ORD		PDX		PHL	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES NETWORK	0	0.0	146	79.5	0	0.0	0	0.0	121	86.0	273	82.1	3799	85.4	90	86.7
- ALASKA AIRLINES	0	0.0	146	79.5	0	0.0	0	0.0	59	81.4	273	82.1	1543	86.8	90	86.7
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	62	90.3	0	0.0	2256	84.4	0	0.0
ALLEGIANT AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	3962	74.2	1508	78.9	0	0.0	6344	77.9	769	81.7	13133	79.4	455	78.2	9920	80.9
- AMERICAN AIRLINES	1731	77.1	1508	78.9	0	0.0	4530	76.7	558	80.3	5243	84.4	344	82.0	4207	83.9
- BRANDED CODESHARE PARTNERS	2231	72.0	0	0.0	0	0.0	1814	80.8	211	85.3	7890	76.1	111	66.7	5713	78.6
DELTA AIR LINES NETWORK	6343	77.7	1599	84.8	444	90.1	762	83.6	9915	89.0	1370	81.0	778	92.3	734	83.2
- DELTA AIR LINES	1955	82.8	1555	85.0	167	97.0	753	83.4	5021	92.3	757	88.8	603	94.2	499	88.8
- BRANDED CODESHARE PARTNERS	4388	75.5	44	77.3	277	85.9	9	100.0	4894	85.7	613	71.5	175	85.7	235	71.5
FRONTIER AIRLINES	93	72.0	1138	70.1	0	0.0	143	77.6	108	71.3	253	81.4	38	86.8	358	67.9
HAWAIIAN AIRLINES NETWORK	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	62	41.9	0	0.0
- HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	62	41.9	0	0.0
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	518	72.0	1847	72.9	0	0.0	0	0.0	76	86.8	194	75.8	56	85.7	211	78.7
SOUTHWEST AIRLINES	1060	68.8	3667	76.4	6609	79.5	0	0.0	610	78.0	0	0.0	1174	81.9	789	72.1
SPIRIT AIRLINES	341	80.9	1351	78.4	0	0.0	0	0.0	352	90.9	704	88.1	58	84.5	282	80.5
UNITED AIRLINES NETWORK	1072	75.7	1126	77.7	0	0.0	482	73.7	680	81.5	16553	79.1	646	80.0	521	78.9
- UNITED AIRLINES	793	76.7	1126	77.7	0	0.0	480	73.5	201	83.6	6303	83.5	597	81.4	348	78.7
- BRANDED CODESHARE PARTNERS	279	72.8	0	0.0	0	0.0	2	100.0	479	80.6	10250	76.3	49	63.3	173	79.2
TOTAL	13,389	75.6	12,382	77.1	7,053	80.2	7,731	78.2	12,631	87.5	32,480	79.5	7,066	84.2	12,905	80.0

* See Appendix at end of this section for list of airport codes.

AIR TRAVEL CONSUMER REPORT

TABLE 2. NUMBER OF REPORTED FLIGHT ARRIVALS AND PERCENTAGE ARRIVING ON-TIME BY MARKETING CARRIER AND AIRPORT (30 LARGEST AIRPORTS)

DECEMBER 2018

	ARRIVAL AIRPORT*											
CARRIER	**PHX**		**SAN**		**SEA**		**SFO**		**SLC**		**TPA**	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES NETWORK	284	87.7	1423	86.4	8551	78.0	2536	72.2	309	81.6	44	65.9
- ALASKA AIRLINES	218	89.0	667	85.9	5030	81.6	2130	74.5	101	87.1	44	65.9
- BRANDED CODESHARE PARTNERS	66	83.3	756	86.9	3521	73.0	406	60.6	208	78.8	0	0.0
ALLEGIANT AIR	0	0.0	11	100.0	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	7333	83.3	911	75.4	786	76.7	1383	73.0	559	70.1	1061	75.8
- AMERICAN AIRLINES	4723	84.0	725	76.0	636	79.2	1148	73.6	361	72.0	1061	75.8
- BRANDED CODESHARE PARTNERS	2610	82.0	186	73.1	150	66.0	235	70.2	198	66.7	0	0.0
DELTA AIR LINES NETWORK	929	87.1	929	86.3	3639	84.3	1266	80.3	7226	87.5	1085	87.0
- DELTA AIR LINES	702	90.7	715	89.7	2287	88.1	1145	81.7	3368	92.0	1001	88.3
- BRANDED CODESHARE PARTNERS	227	75.8	214	75.2	1352	78.0	121	66.1	3858	83.7	84	71.4
FRONTIER AIRLINES	257	79.4	153	61.4	34	67.6	81	58.0	112	77.7	374	70.9
HAWAIIAN AIRLINES NETWORK	31	87.1	62	51.6	78	66.7	75	77.3	0	0.0	0	0.0
- HAWAIIAN AIRLINES	31	87.1	62	51.6	78	66.7	75	77.3	0	0.0	0	0.0
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	62	74.2	138	88.4	141	80.9	420	78.1	213	76.1	458	67.0
SOUTHWEST AIRLINES	5287	80.7	3215	81.8	911	74.3	1180	65.3	860	79.1	2476	75.9
SPIRIT AIRLINES	93	92.5	149	84.6	87	85.1	0	0.0	0	0.0	650	86.3
UNITED AIRLINES NETWORK	786	82.4	1007	82.6	900	78.4	7823	72.9	685	77.7	666	77.0
- UNITED AIRLINES	683	83.0	839	81.9	780	78.7	4698	77.4	183	80.3	666	77.0
- BRANDED CODESHARE PARTNERS	103	78.6	168	86.3	120	76.7	3125	66.2	502	76.7	0	0.0
TOTAL	15,062	82.6	7,998	82.1	15,127	79.3	14,764	72.9	9,964	84.6	6,814	77.8

* See Appendix at end of this section for list of airport codes.

AIR TRAVEL CONSUMER REPORT

TABLE 2A. NUMBER OF REPORTED FLIGHT ARRIVALS AND PERCENTAGE ARRIVING ON-TIME BY REPORTING CARRIER AND AIRPORT (30 LARGEST AIRPORTS)

DECEMBER 2018

CARRIER	ARRIVAL AIRPORT*															
	ATL		BOS		BWI		CLT		DCA		DEN		DFW		DTW	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES	52	80.8	225	83.1	112	86.6	0	0.0	155	78.1	118	81.4	121	84.3	31	87.1
ALLEGIANT AIR	0	0.0	0	0.0	28	67.9	0	0.0	0	0.0	9	77.8	0	0.0	0	0.0
AMERICAN AIRLINES	1029	75.9	2090	81.5	470	80.6	7811	82.0	1898	82.7	810	80.2	11864	77.3	431	83.8
DELTA AIR LINES	19224	89.5	1342	86.1	556	90.1	548	92.3	749	87.2	970	93.6	495	87.3	4410	92.3
ENDEAVOR AIR	3144	80.5	445	82.0	199	73.9	174	84.5	136	88.2	3	100.0	155	86.5	1687	91.3
ENVOY AIR	56	78.6	148	85.1	104	80.8	320	70.3	111	83.8	0	0.0	4059	77.0	88	76.1
EXPRESSJET AIRLINES	0	0.0	92	83.7	0	0.0	124	67.7	260	78.1	0	0.0	454	61.9	6	16.7
FRONTIER AIRLINES	248	73.4	0	0.0	0	0.0	108	72.2	89	73.0	1646	80.1	31	74.2	33	75.8
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	245	66.1	4196	77.8	219	73.1	125	74.4	885	80.7	88	75.0	43	69.8	118	73.7
MESA AIRLINES	190	71.1	12	100.0	0	0.0	215	75.3	112	81.3	0	0.0	3185	70.9	208	79.8
PSA AIRLINES	109	67.0	0	0.0	7	71.4	7525	78.5	2326	81.8	0	0.0	0	0.0	94	78.7
REPUBLIC AIRWAYS	477	80.9	623	79.8	0	0.0	1127	78.1	2527	86.8	505	87.1	320	78.4	807	87.7
SKYWEST AIRLINES	2182	78.9	146	75.3	19	78.9	295	71.9	114	83.3	3497	81.1	1268	70.3	3043	85.9
SOUTHWEST AIRLINES	3465	77.5	905	75.7	5977	80.2	287	66.9	1371	76.6	5762	83.7	0	0.0	533	75.4
SPIRIT AIRLINES	690	84.5	379	83.9	634	88.2	0	0.0	0	0.0	238	88.2	597	81.4	888	86.6
UNITED AIRLINES	337	82.8	1049	80.9	294	78.6	60	80.0	359	79.7	5281	88.0	339	76.1	112	75.0
TOTAL	**31,448**	**85.3**	**11,652**	**80.2**	**8,619**	**81.1**	**18,719**	**79.8**	**11,092**	**82.6**	**18,927**	**84.6**	**22,931**	**76.1**	**12,489**	**88.1**

* See Appendix at end of this section for list of airport codes.

AIR TRAVEL CONSUMER REPORT

TABLE 2A. NUMBER OF REPORTED FLIGHT ARRIVALS AND PERCENTAGE ARRIVING ON-TIME BY REPORTING CARRIER AND AIRPORT (30 LARGEST AIRPORTS)

DECEMBER 2018

CARRIER	ARRIVAL AIRPORT*																	
	EWR		FLL		HNL		IAD		IAH		JFK		LAS		LAX	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES	396	73.0	135	75.6	291	89.0	146	80.1	44	72.7	437	81.5	706	84.0	1712	81.2
ALLEGIANT AIR	51	88.2	262	66.4	0	0.0	0	0.0	0	0.0	0	0.0	784	79.2	123	75.6
AMERICAN AIRLINES	577	63.8	518	70.7	236	82.2	219	77.2	733	74.6	1440	77.5	1142	79.9	3594	83.4
DELTA AIR LINES	414	73.7	964	82.2	263	90.9	253	90.1	275	84.7	2583	85.8	1014	92.0	2858	82.3
ENDEAVOR AIR	138	73.9	21	61.9	0	0.0	98	79.6	139	89.2	1406	83.2	0	0.0	0	0.0
ENVOY AIR	14	42.9	0	0.0	0	0.0	0	0.0	90	74.4	452	67.9	0	0.0	0	0.0
EXPRESSJET AIRLINES	1377	58.3	0	0.0	0	0.0	186	70.4	3196	75.3	0	0.0	0	0.0	0	0.0
FRONTIER AIRLINES	0	0.0	36	58.3	0	0.0	61	78.7	38	60.5	0	0.0	600	73.2	55	83.6
HAWAIIAN AIRLINES	0	0.0	0	0.0	2989	90.5	0	0.0	0	0.0	31	64.5	80	71.3	186	65.6
JETBLUE AIRWAYS	794	59.7	2199	68.8	0	0.0	165	88.5	0	0.0	3667	73.9	310	81.9	543	80.8
MESA AIRLINES	0	0.0	0	0.0	0	0.0	1946	84.3	2781	75.2	0	0.0	0	0.0	0	0.0
PSA AIRLINES	0	0.0	0	0.0	0	0.0	172	80.2	0	0.0	104	80.8	0	0.0	0	0.0
REPUBLIC AIRWAYS	1865	73.2	0	0.0	0	0.0	18	83.3	988	77.5	425	82.1	0	0.0	0	0.0
SKYWEST AIRLINES	124	59.7	0	0.0	0	0.0	206	85.9	709	70.2	231	72.7	180	85.0	2771	78.1
SOUTHWEST AIRLINES	484	62.2	2195	75.6	0	0.0	186	82.8	0	0.0	0	0.0	5743	83.6	3421	77.8
SPIRIT AIRLINES	304	74.0	1681	81.9	0	0.0	0	0.0	590	82.7	0	0.0	1235	88.6	679	88.2
UNITED AIRLINES	4896	72.3	657	70.6	490	81.2	2254	83.3	5239	81.3	0	0.0	1016	80.1	2418	82.1
TOTAL	**11,434**	**69.1**	**8,668**	**74.8**	**4,269**	**88.9**	**5,910**	**83.2**	**14,822**	**77.8**	**10,776**	**78.9**	**12,810**	**83.3**	**18,360**	**80.9**

* See Appendix at end of this section for list of airport codes.

AIR TRAVEL CONSUMER REPORT

TABLE 2A. NUMBER OF REPORTED FLIGHT ARRIVALS AND PERCENTAGE ARRIVING ON-TIME BY REPORTING CARRIER AND AIRPORT (30 LARGEST AIRPORTS)

DECEMBER 2018

CARRIER	ARRIVAL AIRPORT*															
	LGA		MCO		MDW		MIA		MSP		ORD		PDX		PHL	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES	0	0.0	146	79.5	0	0.0	0	0.0	59	81.4	273	82.1	1543	86.8	90	86.7
ALLEGIANT AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	1731	77.1	1508	78.9	0	0.0	4530	76.7	558	80.3	5243	84.4	344	82.0	4207	83.9
DELTA AIR LINES	1955	82.8	1555	85.0	167	97.0	753	83.4	5021	92.3	757	88.8	603	94.2	499	88.8
ENDEAVOR AIR	1857	76.2	19	73.7	0	0.0	9	100.0	1264	88.8	94	72.3	0	0.0	173	71.1
ENVOY AIR	1136	68.0	0	0.0	0	0.0	865	76.5	7	57.1	5747	78.1	0	0.0	33	63.6
EXPRESSJET AIRLINES	153	71.9	0	0.0	0	0.0	0	0.0	0	0.0	1241	72.0	0	0.0	0	0.0
FRONTIER AIRLINES	93	72.0	1138	70.1	0	0.0	143	77.6	108	71.3	253	81.4	38	86.8	358	67.9
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	62	41.9	0	0.0
JETBLUE AIRWAYS	518	72.0	1847	72.9	0	0.0	0	0.0	76	86.8	194	75.8	56	85.7	211	78.7
MESA AIRLINES	126	73.8	0	0.0	0	0.0	0	0.0	161	80.1	0	0.0	0	0.0	101	81.2
PSA AIRLINES	140	75.7	0	0.0	0	0.0	0	0.0	0	0.0	178	83.1	0	0.0	1258	79.7
REPUBLIC AIRWAYS	2338	76.1	7	85.7	0	0.0	951	84.6	447	85.5	1186	83.9	0	0.0	1280	86.8
SKYWEST AIRLINES	1148	73.7	9	88.9	233	85.0	0	0.0	3442	84.3	5467	72.4	381	84.3	55	69.1
SOUTHWEST AIRLINES	1060	68.8	3667	76.4	6609	79.5	0	0.0	610	78.0	0	0.0	1174	81.9	789	72.1
SPIRIT AIRLINES	341	80.9	1351	78.4	0	0.0	0	0.0	352	90.9	704	88.1	58	84.5	282	80.5
UNITED AIRLINES	793	76.7	1126	77.7	0	0.0	480	73.5	201	83.6	6303	83.5	597	81.4	348	78.7
TOTAL	13,389	75.6	12,373	77.1	7,009	80.1	7,731	78.2	12,306	87.6	27,640	80.0	4,856	84.7	9,684	81.7

* See Appendix at end of this section for list of airport codes.

AIR TRAVEL CONSUMER REPORT

TABLE 2A. NUMBER OF REPORTED FLIGHT ARRIVALS AND PERCENTAGE ARRIVING ON-TIME BY REPORTING CARRIER AND AIRPORT (30 LARGEST AIRPORTS)

DECEMBER 2018

CARRIER	ARRIVAL AIRPORT*											
	PHX		SAN		SEA		SFO		SLC		TPA	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES	218	89.0	667	85.9	5030	81.6	2130	74.5	101	87.1	44	65.9
ALLEGIANT AIR	0	0.0	11	100.0	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	4723	84.0	725	76.0	636	79.2	1148	73.6	361	72.0	1061	75.8
DELTA AIR LINES	702	90.7	715	89.7	2287	88.1	1145	81.7	3368	92.0	1001	88.3
ENDEAVOR AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	19	68.4
ENVOY AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
EXPRESSJET AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
FRONTIER AIRLINES	257	79.4	153	61.4	34	67.6	81	58.0	112	77.7	374	70.9
HAWAIIAN AIRLINES	31	87.1	62	51.6	78	66.7	75	77.3	0	0.0	0	0.0
JETBLUE AIRWAYS	62	74.2	138	88.4	141	80.9	420	78.1	213	76.1	458	67.0
MESA AIRLINES	1747	82.5	0	0.0	0	0.0	0	0.0	50	72.0	0	0.0
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
REPUBLIC AIRWAYS	0	0.0	0	0.0	0	0.0	0	0.0	43	79.1	0	0.0
SKYWEST AIRLINES	966	80.6	937	85.2	710	79.4	3429	65.8	4102	81.9	0	0.0
SOUTHWEST AIRLINES	5287	80.7	3215	81.8	911	74.3	1180	65.3	860	79.1	2476	75.9
SPIRIT AIRLINES	93	92.5	149	84.6	87	85.1	0	0.0	0	0.0	650	86.3
UNITED AIRLINES	683	83.0	839	81.9	780	78.7	4698	77.4	183	80.3	666	77.0
TOTAL	**14,769**	**82.7**	**7,611**	**82.3**	**10,694**	**81.7**	**14,306**	**73.1**	**9,393**	**84.6**	**6,749**	**77.9**

* See Appendix at end of this section for list of airport codes.

AIR TRAVEL CONSUMER REPORT

TABLE 3. PERCENTAGE OF REPORTING CARRIERS FLIGHT OPERATIONS ARRIVING ON-TIME BY AIRPORT AND TIME OF DAY (30 LARGEST AIRPORTS)

DECEMBER 2018

SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	HNL	IAD	IAH	JFK	LAS	LAX
0600-0659	90.0	86.9	95.6	83.7	86.9	87.2	85.6	88.4	81.8	75.7	73.3	85.4	83.6	80.2	87.2	88.5
0700-0759	92.0	87.7	94.2	83.3	91.5	90.4	81.6	91.4	81.3	93.0	98.3	84.5	92.0	83.0	95.4	92.2
0800-0859	87.0	90.7	88.2	82.0	89.6	87.4	81.3	89.7	91.9	86.2	95.7	90.5	75.6	81.6	94.2	82.6
0900-0959	85.6	85.0	91.3	81.5	89.1	89.9	76.8	91.3	88.0	85.8	97.5	80.4	73.3	87.6	92.7	85.0
1000-1059	87.7	86.0	91.9	84.1	90.2	89.4	82.0	91.9	86.5	89.2	89.6	85.0	77.7	91.3	89.6	81.7
1100-1159	87.9	89.0	88.4	83.5	86.7	87.7	82.0	92.4	89.2	77.8	92.1	86.1	77.3	81.4	86.3	83.9
1200-1259	88.4	89.7	85.7	83.9	86.6	86.8	84.0	90.0	87.3	76.7	88.6	93.8	87.4	87.2	84.1	83.2
1300-1359	89.0	84.4	86.1	80.4	87.1	82.6	78.4	90.1	78.0	74.4	87.4	86.7	79.8	79.9	84.4	77.6
1400-1459	86.1	84.0	81.2	81.9	85.2	83.9	76.8	90.7	69.7	74.8	83.8	93.2	84.8	79.0	80.5	82.4
1500-1559	87.1	82.2	79.6	79.0	83.8	82.4	72.5	88.7	63.8	72.5	86.6	82.6	80.6	80.5	82.2	81.6
1600-1659	87.1	81.4	73.1	77.2	76.0	84.2	76.9	89.6	62.7	72.0	85.0	80.0	74.5	78.1	82.0	80.7
1700-1759	85.0	80.6	76.8	79.9	77.8	82.1	67.6	89.1	54.2	76.3	89.1	85.2	74.9	76.7	81.6	78.9
1800-1859	81.5	71.2	74.1	76.8	77.2	82.6	69.7	77.8	49.8	73.8	90.1	78.9	77.1	72.7	80.4	76.5
1900-1959	80.3	73.1	73.1	76.0	77.9	82.0	73.9	85.5	51.5	66.2	92.2	73.3	70.7	72.8	78.4	78.2
2000-2059	80.9	74.5	79.8	70.1	76.2	76.2	72.2	84.6	52.6	70.0	87.4	84.9	78.0	71.8	77.6	77.3
2100-2159	82.4	73.8	69.5	71.2	77.3	84.1	70.4	88.3	51.6	69.3	88.1	81.8	75.4	70.8	78.7	79.7
2200-2259	75.7	73.7	70.8	76.1	72.5	75.7	77.2	75.7	60.6	64.5	91.3	80.8	73.5	75.6	78.0	75.5
2300-0559	77.2	73.7	76.9	77.9	76.7	75.7	77.8	78.1	72.6	68.7	88.7	78.6	80.3	78.1	73.6	76.6
TOTAL	**85.3**	**80.2**	**81.1**	**79.8**	**82.6**	**84.6**	**76.1**	**88.1**	**69.1**	**74.8**	**88.9**	**83.2**	**77.8**	**78.9**	**83.3**	**80.9**

* See Appendix at end of this section for list of airport codes.

AIR TRAVEL CONSUMER REPORT

TABLE 3. PERCENTAGE OF REPORTING CARRIERS FLIGHT OPERATIONS ARRIVING ON-TIME BY AIRPORT AND TIME OF DAY (30 LARGEST AIRPORTS)

DECEMBER 2018

	ARRIVAL AIRPORT*														
SCHEDULED ARRIVAL TIME	LGA	MCO	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	85.2	76.1	90.7	85.1	84.8	86.3	88.4	89.4	88.3	91.2	84.8	83.8	0.0	50.0	85.3
0700-0759	85.5	88.1	86.8	89.4	88.7	83.3	93.8	88.9	90.9	94.7	90.6	88.8	90.1	90.0	88.4
0800-0859	85.8	91.4	87.0	79.1	92.2	85.2	92.7	89.8	91.4	91.6	87.5	85.3	94.0	90.6	85.9
0900-0959	80.7	88.7	91.4	84.8	91.3	84.7	85.5	90.3	90.9	91.1	88.2	76.7	88.1	89.2	85.7
1000-1059	82.5	83.2	89.3	83.3	91.8	86.2	86.6	94.0	87.8	89.9	83.5	68.9	92.0	81.7	86.1
1100-1159	78.6	81.8	88.9	82.5	91.1	82.2	90.4	89.7	89.4	87.9	88.4	77.0	87.0	83.9	85.1
1200-1259	77.4	75.6	87.9	78.8	89.0	83.3	81.5	85.1	86.5	78.9	81.9	65.1	84.6	84.5	83.6
1300-1359	78.8	77.1	82.3	78.2	90.2	82.7	89.3	80.9	82.3	80.7	84.6	69.8	86.6	77.9	82.1
1400-1459	77.4	76.9	79.4	75.9	86.8	78.6	84.7	85.4	84.3	82.8	84.1	73.7	85.3	81.4	81.8
1500-1559	79.3	79.5	79.9	75.9	87.2	81.5	94.0	81.3	81.4	83.6	84.9	69.4	84.9	77.7	80.0
1600-1659	76.0	76.1	75.1	76.4	87.0	79.8	87.3	76.5	84.3	82.5	83.9	72.1	85.5	80.6	80.0
1700-1759	73.4	77.4	76.6	68.3	83.8	75.8	83.3	77.4	78.3	77.5	78.7	73.4	77.4	76.8	77.1
1800-1859	71.4	78.2	78.7	75.2	85.6	72.6	84.8	74.9	79.5	77.2	85.5	75.0	75.3	72.9	76.7
1900-1959	70.3	70.6	74.1	71.0	85.1	71.8	79.8	73.3	78.9	74.2	80.6	73.7	81.3	70.2	76.0
2000-2059	64.5	72.4	75.2	75.6	81.2	72.9	80.9	74.5	75.6	74.4	74.0	66.9	78.7	75.1	74.9
2100-2159	64.6	68.2	66.5	74.5	90.1	73.5	79.0	64.8	74.3	81.7	72.9	71.0	78.3	74.1	75.2
2200-2259	67.2	68.4	66.2	65.0	72.8	79.2	81.9	78.5	77.9	77.4	74.8	67.5	74.5	71.1	73.4
2300-0559	71.6	72.1	67.2	72.2	80.7	84.7	82.3	76.5	73.6	78.9	78.7	74.4	73.7	70.9	75.9
TOTAL	75.6	77.1	80.1	78.2	87.6	80.0	84.7	81.7	82.7	82.3	81.7	73.1	84.6	77.9	80.6

* See Appendix at end of this section for list of airport codes.

AIR TRAVEL CONSUMER REPORT

TABLE 4. PERCENTAGE OF REPORTING CARRIERS FLIGHT OPERATIONS DEPARTING ON-TIME BY AIRPORT AND TIME OF DAY (30 LARGEST AIRPORTS)

DECEMBER 2018

	DEPARTURE AIRPORT*															
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	HNL	IAD	IAH	JFK	LAS	LAX
0600-0659	91.5	92.8	92.3	89.2	92.9	91.9	89.1	94.0	95.1	94.6	94.4	94.7	89.5	92.3	95.8	95.7
0700-0759	91.8	89.3	90.8	89.3	92.0	87.7	87.1	93.4	90.7	90.3	94.9	92.8	88.5	89.2	92.9	91.4
0800-0859	90.8	87.7	87.6	85.0	91.8	91.8	84.3	91.8	86.8	89.5	93.1	87.9	84.2	88.1	90.6	86.1
0900-0959	84.7	88.4	82.7	83.6	87.8	88.0	84.1	92.1	86.1	85.8	97.6	91.8	79.4	85.5	84.5	80.1
1000-1059	85.5	83.7	80.9	80.2	89.3	84.6	81.1	88.4	85.5	77.8	92.9	83.3	81.2	82.8	87.5	79.4
1100-1159	84.1	84.8	84.7	82.9	87.1	84.7	79.9	82.4	86.9	81.3	94.7	87.1	80.2	89.3	85.1	80.2
1200-1259	86.0	85.0	82.0	78.5	85.3	82.5	79.4	91.1	83.7	74.3	92.4	88.5	80.6	83.0	83.1	75.8
1300-1359	82.8	85.5	63.1	79.9	86.5	78.5	77.9	87.4	84.1	69.3	91.1	84.8	81.0	81.7	78.8	79.1
1400-1459	83.4	80.5	69.0	75.8	85.0	78.2	76.0	85.6	78.8	72.1	83.8	87.5	78.3	79.8	76.9	77.2
1500-1559	81.3	79.8	65.7	78.5	79.6	80.5	76.0	88.4	71.3	70.9	90.7	86.7	80.1	80.7	74.5	81.4
1600-1659	83.1	80.8	69.7	73.9	79.5	74.1	73.4	81.0	67.5	69.3	90.6	78.9	82.3	78.2	76.5	77.9
1700-1759	81.2	74.5	65.4	74.1	77.9	78.3	75.4	84.6	69.7	67.7	90.4	83.9	78.3	78.2	75.7	81.0
1800-1859	77.9	72.9	64.0	75.6	75.2	78.6	70.3	78.5	64.5	74.4	92.3	80.7	76.5	79.5	74.2	76.4
1900-1959	78.1	70.2	70.4	72.4	74.4	80.9	70.2	70.6	63.6	67.3	94.2	81.2	73.8	74.0	77.7	72.8
2000-2059	75.7	71.4	49.5	76.8	74.3	79.2	77.5	86.0	59.8	68.1	90.4	71.1	69.9	77.7	72.0	77.4
2100-2159	81.8	72.1	65.2	73.2	72.7	69.7	75.4	78.3	57.2	70.2	95.1	0.0	76.3	73.8	73.3	78.6
2200-2259	82.3	69.6	60.2	73.9	82.6	75.7	75.4	91.1	47.0	68.1	93.8	87.3	84.4	77.8	74.8	79.4
2300-0559	85.0	94.6	81.3	91.3	94.4	81.1	87.3	91.9	94.5	78.4	93.0	92.1	87.7	86.3	87.2	86.2
TOTAL	83.3	82.6	74.3	78.9	84.1	82.3	78.3	87.8	77.0	76.7	91.9	86.7	79.8	82.3	82.2	81.4

* See Appendix at end of this section for list of airport codes.

AIR TRAVEL CONSUMER REPORT

TABLE 4. PERCENTAGE OF REPORTING CARRIERS FLIGHT OPERATIONS DEPARTING ON-TIME BY AIRPORT AND TIME OF DAY (30 LARGEST AIRPORTS)

DECEMBER 2018

	DEPARTURE AIRPORT*														
SCHEDULED DEPARTURE TIME	LGA	MCO	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	91.9	90.3	91.6	91.3	93.0	91.0	94.5	90.9	95.5	96.1	94.9	92.6	92.8	94.4	93.0
0700-0759	91.4	89.2	76.0	88.6	91.9	89.7	92.6	93.1	92.2	91.0	90.3	87.3	93.9	91.4	90.0
0800-0859	89.1	88.8	75.9	89.4	90.5	85.3	94.2	90.8	88.9	84.9	89.0	88.1	90.2	91.9	88.4
0900-0959	85.4	89.9	73.7	85.7	93.3	83.0	83.6	91.8	88.4	86.2	87.3	84.0	90.8	90.3	85.5
1000-1059	84.6	85.5	76.2	88.0	90.7	79.1	87.1	86.5	90.6	87.5	85.8	71.9	81.4	83.9	83.6
1100-1159	83.6	82.9	68.4	85.5	88.6	83.1	84.1	87.7	83.6	86.4	83.6	72.5	86.7	77.2	83.5
1200-1259	81.0	76.2	77.2	79.8	82.8	81.4	86.3	85.7	83.0	84.5	82.9	74.5	78.8	78.6	82.3
1300-1359	80.8	71.0	66.2	80.0	87.8	78.4	80.8	82.6	81.7	75.5	81.8	66.2	82.0	70.9	79.0
1400-1459	78.0	70.5	61.0	80.0	86.6	80.6	82.5	78.0	80.8	76.8	85.0	71.6	85.2	67.5	78.2
1500-1559	77.5	69.3	62.1	81.5	85.1	77.9	81.9	82.8	78.9	79.6	83.2	70.0	86.6	74.4	79.1
1600-1659	75.3	74.5	57.9	73.6	78.9	79.9	88.4	79.8	81.3	81.4	74.1	71.3	75.4	77.3	76.9
1700-1759	72.3	71.0	66.4	77.8	84.2	77.6	81.7	75.1	77.9	78.7	83.5	71.5	84.7	73.4	77.8
1800-1859	74.5	71.1	55.8	75.9	84.3	74.4	79.8	79.3	75.2	76.2	81.5	70.2	75.9	66.6	74.5
1900-1959	68.9	71.9	61.0	77.3	88.1	73.1	79.8	70.1	74.9	73.0	80.7	74.1	66.9	69.0	74.2
2000-2059	67.7	62.9	49.0	72.1	89.5	74.0	79.5	79.0	66.5	69.4	84.0	75.5	86.6	59.3	75.4
2100-2159	66.2	65.0	61.2	80.3	71.4	76.2	83.1	80.2	76.7	79.9	79.8	73.0	75.4	69.3	75.4
2200-2259	63.0	44.0	49.5	67.0	85.3	79.6	88.7	50.0	63.1	86.8	85.3	75.5	88.3	57.8	77.3
2300-0559	90.9	76.1	90.0	93.5	93.2	93.6	93.1	93.8	80.6	0.0	88.0	80.8	86.2	97.0	87.1
TOTAL	80.0	77.2	66.9	81.3	88.0	80.2	86.6	83.8	81.7	83.2	85.3	76.5	86.1	78.4	81.2

* See Appendix at end of this section for list of airport codes.

AIR TRAVEL CONSUMER REPORT
TABLE 5. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT BY REPORTING CARRIER
DECEMBER 2018

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS		CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP		ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	75.8	75.8	62	62	Brainerd, MN (BRD)	86.5	80.8	52	52
Abilene, TX (ABI)	81.3	81.8	176	176	Bristol/Johnson City/Kingsport, TN (TRI)	82.3	84.0	175	175
Adak Island, AK (ADK)	77.8	77.8	9	9	Brownsville, TX (BRO)	76.6	81.1	205	206
Aguadilla, PR (BQN)	64.9	72.5	205	204	Brunswick, GA (BQK)	81.6	83.9	87	87
Akron, OH (CAK)	71.7	80.0	569	569	Buffalo, NY (BUF)	80.3	82.9	2095	2096
Albany, GA (ABY)	83.8	92.5	80	80	Burbank, CA (BUR)	77.5	76.8	2221	2220
Albany, NY (ALB)	75.2	82.2	977	980	Burlington, VT (BTV)	80.6	81.4	737	740
Albuquerque, NM (ABQ)	75.7	76.0	1935	1933	Butte, MT (BTM)	94.7	94.7	57	57
Alexandria, LA (AEX)	79.6	80.4	270	271	Cape Girardeau, MO (CGI)	70.6	82.4	51	51
Allentown/Bethlehem/Easton, PA (ABE)	83.0	85.0	371	373	Casper, WY (CPR)	88.8	95.6	89	90
Alpena, MI (APN)	92.3	86.8	52	53	Cedar City, UT (CDC)	71.2	80.8	52	52
Amarillo, TX (AMA)	73.8	81.8	443	444	Cedar Rapids/Iowa City, IA (CID)	80.1	82.3	717	717
Anchorage, AK (ANC)	85.8	89.1	1348	1348	Champaign/Urbana, IL (CMI)	69.8	78.3	199	198
Appleton, WI (ATW)	83.4	85.3	355	353	Charleston, SC (CHS)	81.3	84.6	1893	1892
Arcata/Eureka, CA (ACV)	77.0	71.9	152	153	Charleston/Dunbar, WV (CRW)	76.7	77.7	365	367
Asheville, NC (AVL)	74.9	76.6	694	693	Charlotte Amalie, VI (STT)	74.4	78.0	313	313
Ashland, WV (HTS)	68.9	64.4	45	45	Charlotte, NC (CLT)	79.8	78.9	18719	18721
Aspen, CO (ASE)	55.2	60.0	739	732	Charlottesville, VA (CHO)	73.8	75.7	435	437
Atlanta, GA (ATL)	85.3	83.3	31448	31428	Chattanooga, TN (CHA)	78.4	82.7	681	683
Atlantic City, NJ (ACY)	86.6	91.3	299	299	Cheyenne, WY (CYS)	90.3	87.1	31	31
Augusta, GA (AGS)	79.1	81.5	335	335	Chicago, IL (ORD)	80.0	80.2	27640	27639
Austin, TX (AUS)	80.4	81.8	5094	5098	Chicago, IL (MDW)	80.1	66.9	7009	7010
Bakersfield, CA (BFL)	80.2	82.4	187	187	Christiansted, VI (STX)	65.7	74.5	102	102
Baltimore, MD (BWI)	81.1	74.3	8619	8618	Cincinnati, OH (CVG)	82.7	84.6	3788	3790
Bangor, ME (BGR)	78.8	80.1	184	186	Clarksburg/Fairmont, WV (CKB)	73.1	89.6	67	67
Barrow, AK (BRW)	88.5	85.2	61	61	Cleveland, OH (CLE)	81.8	84.4	3925	3930
Baton Rouge, LA (BTR)	72.4	76.4	602	602	Cody, WY (COD)	80.0	81.8	55	55
Beaumont/Port Arthur, TX (BPT)	84.0	90.1	81	81	College Station/Bryan, TX (CLL)	82.2	82.3	191	192
Belleville, IL (BLV)	87.5	82.8	64	64	Colorado Springs, CO (COS)	76.2	83.3	789	791
Bellingham, WA (BLI)	75.1	87.3	189	189	Columbia, MO (COU)	77.4	84.6	155	156
Bemidji, MN (BJI)	77.4	83.9	62	62	Columbia, SC (CAE)	80.8	82.0	604	604
Bend/Redmond, OR (RDM)	72.7	74.3	337	338	Columbus, GA (CSG)	76.6	84.4	77	77
Bethel, AK (BET)	87.0	85.5	69	69	Columbus, MS (GTR)	77.9	76.6	77	77
Billings, MT (BIL)	89.2	88.6	325	324	Columbus, OH (LCK)	81.3	64.6	48	48
Binghamton, NY (BGM)	89.1	89.1	64	64	Columbus, OH (CMH)	82.7	84.2	3839	3837
Birmingham, AL (BHM)	76.4	79.2	1528	1530	Concord, NC (USA)	76.7	67.8	86	87
Bismarck/Mandan, ND (BIS)	84.6	86.0	285	285	Cordova, AK (CDV)	70.0	83.3	60	60
Bloomington/Normal, IL (BMI)	79.0	77.0	257	257	Corpus Christi, TX (CRP)	73.2	80.0	440	441
Boise, ID (BOI)	82.4	83.8	1612	1612	Dallas, TX (DAL)	78.6	72.9	5829	5827
Boston, MA (BOS)	80.2	82.6	11652	11653	Dallas/Fort Worth, TX (DFW)	76.1	78.3	22931	22946
Bozeman, MT (BZN)	80.8	83.2	558	554	Dayton, OH (DAY)	83.4	85.8	1154	1155

AIR TRAVEL CONSUMER REPORT
TABLE 5. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT BY REPORTING CARRIER
DECEMBER 2018

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS		CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP		ARR	DEP	ARR	DEP
Daytona Beach, FL (DAB)	83.0	81.5	270	270	Greer, SC (GSP)	76.1	79.4	1262	1262
Deadhorse, AK (SCC)	85.2	84.0	81	81	Guam, TT (GUM)	85.7	88.6	70	70
Del Rio, TX (DRT)	87.1	80.6	62	62	Gulfport/Biloxi, MS (GPT)	79.2	81.3	327	327
Denver, CO (DEN)	84.6	82.3	18927	18903	Gunnison, CO (GUC)	74.4	74.4	39	39
Des Moines, IA (DSM)	83.3	86.3	1383	1385	Hagerstown, MD (HGR)	75.0	50.0	12	12
Detroit, MI (DTW)	88.1	87.8	12489	12489	Hancock/Houghton, MI (CMX)	59.0	63.9	61	61
Devils Lake, ND (DVL)	75.5	73.6	53	53	Harlingen/San Benito, TX (HRL)	73.0	78.2	307	307
Dothan, AL (DHN)	81.7	79.1	115	115	Harrisburg, PA (MDT)	78.7	81.4	474	473
Dubuque, IA (DBQ)	68.9	75.6	90	90	Hartford, CT (BDL)	82.1	85.2	2447	2451
Duluth, MN (DLH)	86.5	88.9	207	207	Hattiesburg/Laurel, MS (PIB)	61.3	85.5	62	62
Durango, CO (DRO)	73.1	79.2	245	245	Hayden, CO (HDN)	77.0	75.6	135	135
Eagle, CO (EGE)	61.1	63.3	306	305	Hays, KS (HYS)	80.8	86.9	99	99
Eau Claire, WI (EAU)	68.9	83.6	61	61	Helena, MT (HLN)	90.7	91.4	150	151
El Paso, TX (ELP)	76.2	78.5	1498	1500	Hibbing, MN (HIB)	96.2	92.3	52	52
Elko, NV (EKO)	82.5	86.0	57	57	Hilo, HI (ITO)	92.1	93.4	544	544
Elmira/Corning, NY (ELM)	91.2	75.0	57	56	Hilton Head, SC (HHH)	62.0	69.6	92	92
Erie, PA (ERI)	87.5	88.8	80	80	Hobbs, NM (HOB)	70.2	77.2	57	57
Escanaba, MI (ESC)	88.2	86.3	51	51	Honolulu, HI (HNL)	88.9	91.9	4269	4270
Eugene, OR (EUG)	78.0	78.5	345	344	Houston, TX (HOU)	76.3	68.7	4993	4991
Evansville, IN (EVV)	80.2	84.6	369	369	Houston, TX (IAH)	77.8	79.8	14822	14804
Fairbanks, AK (FAI)	87.3	87.5	338	337	Huntsville, AL (HSV)	79.7	80.0	715	716
Fargo, ND (FAR)	79.8	76.3	426	430	Idaho Falls, ID (IDA)	88.2	85.6	153	153
Fayetteville, AR (XNA)	75.7	80.1	974	976	Indianapolis, IN (IND)	82.0	84.2	4044	4044
Fayetteville, NC (FAY)	78.5	80.4	316	316	International Falls, MN (INL)	92.5	88.7	53	53
Flagstaff, AZ (FLG)	65.3	73.7	95	95	Iron Mountain/Kingsfd, MI (IMT)	94.7	93.0	57	57
Flint, MI (FNT)	74.9	80.7	275	275	Islip, NY (ISP)	74.4	75.3	485	485
Fort Lauderdale, FL (FLL)	74.8	76.7	8668	8664	Ithaca/Cortland, NY (ITH)	89.9	87.0	69	69
Fort Myers, FL (RSW)	77.8	81.0	3355	3348	Jackson, WY (JAC)	77.6	78.7	344	342
Fort Smith, AR (FSM)	78.1	84.0	169	169	Jackson/Vicksburg, MS (JAN)	75.5	76.7	677	677
Fort Wayne, IN (FWA)	80.2	83.3	582	582	Jacksonville, FL (JAX)	78.5	81.8	2687	2687
Fresno, CA (FAT)	80.6	81.7	935	935	Jacksonville/Camp Lejeune, NC (OAJ)	73.1	81.2	245	245
Gainesville, FL (GNV)	78.9	80.0	379	380	Jamestown, ND (JMS)	73.8	72.6	84	84
Garden City, KS (GCK)	80.6	74.2	62	62	Joplin, MO (JLN)	80.6	85.5	62	62
Gillette, WY (GCC)	85.0	82.0	60	61	Juneau, AK (JNU)	76.5	78.8	311	311
Grand Forks, ND (GFK)	84.4	85.3	179	177	Kahului, HI (OGG)	89.9	90.8	2197	2196
Grand Island, NE (GRI)	70.8	69.8	96	96	Kalamazoo, MI (AZO)	79.3	83.6	188	189
Grand Junction, CO (GJT)	89.3	90.5	336	337	Kalispell, MT (FCA)	89.3	92.5	121	120
Grand Rapids, MI (GRR)	80.4	81.6	1593	1595	Kansas City, MO (MCI)	83.7	85.8	4606	4609
Great Falls, MT (GTF)	93.3	90.2	164	164	Kearney, NE (EAR)	88.0	94.1	50	51
Green Bay, WI (GRB)	77.8	83.9	459	460	Ketchikan, AK (KTN)	81.0	82.1	179	179
Greensboro/High Point, NC (GSO)	76.2	80.1	1136	1135	Key West, FL (EYW)	81.0	78.4	474	473

AIR TRAVEL CONSUMER REPORT
TABLE 5. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT BY REPORTING CARRIER
DECEMBER 2018

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS		CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP		ARR	DEP	ARR	DEP
Killeen, TX (GRK)	76.9	84.3	229	230	Mission/McAllen/Edinburg, TX (MFE)	79.7	81.4	419	420
Knoxville, TN (TYS)	77.1	79.9	1374	1373	Missoula, MT (MSO)	89.8	84.0	255	256
Kodiak, AK (ADQ)	76.9	75.0	52	52	Moab, UT (CNY)	77.8	79.6	54	54
Kona, HI (KOA)	91.4	92.3	1289	1289	Mobile, AL (MOB)	75.2	78.6	509	509
Kotzebue, AK (OTZ)	81.7	76.7	60	60	Moline, IL (MLI)	80.2	82.2	409	409
La Crosse, WI (LSE)	78.5	87.2	172	172	Monroe, LA (MLU)	73.5	80.8	249	250
Lafayette, LA (LFT)	72.6	80.2	383	384	Monterey, CA (MRY)	79.3	84.7	367	367
Lake Charles, LA (LCH)	71.5	77.6	165	165	Montgomery, AL (MGM)	85.3	85.7	285	286
Lansing, MI (LAN)	81.2	84.5	276	277	Montrose/Delta, CO (MTJ)	71.0	68.5	162	162
Laramie, WY (LAR)	86.0	80.4	50	51	Mosinee, WI (CWA)	79.6	86.4	191	191
Laredo, TX (LRD)	77.2	79.4	180	180	Muskegon, MI (MKG)	70.5	83.6	61	61
Las Vegas, NV (LAS)	83.3	82.2	12810	12805	Myrtle Beach, SC (MYR)	86.7	85.5	593	593
Latrobe, PA (LBE)	82.7	91.4	81	81	Nashville, TN (BNA)	80.3	79.6	6172	6173
Lawton/Fort Sill, OK (LAW)	85.3	89.2	102	102	New Bern/Morehead/Beaufort, NC (EWN)	70.1	72.3	154	155
Lewisburg, WV (LWB)	81.5	77.8	54	54	New Haven, CT (HVN)	72.4	66.7	87	87
Lewiston, ID (LWS)	91.0	89.6	67	67	New Orleans, LA (MSY)	80.2	81.2	4573	4570
Lexington, KY (LEX)	81.5	84.1	791	797	New York, NY (JFK)	78.9	82.3	10776	10776
Liberal, KS (LBL)	79.6	82.0	49	50	New York, NY (LGA)	75.6	80.0	13389	13396
Lihue, HI (LIH)	89.0	91.3	1224	1224	Newark, NJ (EWR)	69.1	77.0	11434	11442
Lincoln, NE (LNK)	81.9	90.6	116	117	Newburgh/Poughkeepsie, NY (SWF)	86.5	82.3	141	141
Little Rock, AR (LIT)	80.9	84.8	1067	1070	Newport News/Williamsburg, VA (PHF)	84.1	82.2	107	107
Long Beach, CA (LGB)	83.0	86.6	1226	1225	Niagara Falls, NY (IAG)	81.4	66.1	59	59
Longview, TX (GGG)	82.9	78.9	70	71	Nome, AK (OME)	83.3	85.0	60	60
Los Angeles, CA (LAX)	80.9	81.4	18360	18339	Norfolk, VA (ORF)	79.0	81.9	1972	1969
Louisville, KY (SDF)	80.4	84.8	1989	1988	North Bend/Coos Bay, OR (OTH)	45.2	48.4	31	31
Lubbock, TX (LBB)	74.6	76.7	551	554	North Platte, NE (LBF)	82.0	90.2	50	51
Lynchburg, VA (LYH)	80.6	83.8	36	37	Oakland, CA (OAK)	82.2	80.1	4393	4396
Madison, WI (MSN)	81.8	86.2	1066	1067	Ogden, UT (OGD)	55.6	33.3	9	9
Mammoth Lakes, CA (MMH)	70.2	66.7	57	57	Ogdensburg, NY (OGS)	91.7	75.0	12	12
Manchester, NH (MHT)	83.2	89.5	641	641	Oklahoma City, OK (OKC)	76.9	81.0	1993	1994
Manhattan/Ft. Riley, KS (MHK)	75.6	79.2	168	168	Omaha, NE (OMA)	81.0	83.7	2057	2056
Marquette, MI (MQT)	69.1	76.6	94	94	Ontario, CA (ONT)	79.3	82.3	1749	1749
Medford, OR (MFR)	73.3	67.0	460	460	Orlando, FL (MCO)	77.1	77.2	12373	12365
Melbourne, FL (MLB)	81.4	85.8	204	204	Owensboro, KY (OWB)	80.0	60.0	10	10
Memphis, TN (MEM)	80.7	82.5	1935	1936	Paducah, KY (PAH)	68.9	83.6	61	61
Meridian, MS (MEI)	69.9	71.0	93	93	Pago Pago, TT (PPG)	84.6	92.3	13	13
Miami, FL (MIA)	78.2	81.3	7731	7726	Palm Springs, CA (PSP)	82.2	82.7	1120	1117
Midland/Odessa, TX (MAF)	75.1	78.0	690	690	Panama City, FL (ECP)	72.8	79.7	438	438
Milwaukee, WI (MKE)	81.4	83.3	2488	2489	Pasco/Kennewick/Richland, WA (PSC)	85.1	84.2	202	202
Minneapolis, MN (MSP)	87.6	88.0	12306	12304	Pellston, MI (PLN)	87.3	82.9	71	70
Minot, ND (MOT)	86.4	83.6	206	207	Pensacola, FL (PNS)	79.2	83.2	921	919

AIR TRAVEL CONSUMER REPORT
TABLE 5. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT BY REPORTING CARRIER
DECEMBER 2018

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS		CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP		ARR	DEP	ARR	DEP
Peoria, IL (PIA)	80.9	81.0	398	400	San Luis Obispo, CA (SBP)	78.0	80.5	423	425
Petersburg, AK (PSG)	66.7	76.7	60	60	Sanford, FL (SFB)	68.5	79.8	802	802
Philadelphia, PA (PHL)	81.7	83.8	9684	9690	Santa Ana, CA (SNA)	83.5	84.1	3410	3406
Phoenix, AZ (AZA)	74.1	80.2	459	459	Santa Barbara, CA (SBA)	80.4	79.9	535	536
Phoenix, AZ (PHX)	82.7	81.7	14769	14772	Santa Fe, NM (SAF)	69.7	74.3	109	109
Pittsburgh, PA (PIT)	82.3	84.4	4071	4069	Santa Maria, CA (SMX)	88.9	88.9	18	18
Plattsburgh, NY (PBG)	85.8	82.3	113	113	Santa Rosa, CA (STS)	79.6	84.9	93	93
Pocatello, ID (PIH)	89.0	87.9	91	91	Sarasota/Bradenton, FL (SRQ)	79.9	78.2	651	652
Ponce, PR (PSE)	66.7	77.0	75	74	Sault Ste. Marie, MI (CIU)	87.5	91.1	56	56
Portland, ME (PWM)	80.5	82.4	898	899	Savannah, GA (SAV)	80.2	80.6	1258	1260
Portland, OR (PDX)	84.7	86.6	4856	4862	Scottsbluff, NE (BFF)	93.9	94.0	49	50
Portsmouth, NH (PSM)	84.8	72.7	33	33	Scranton/Wilkes-Barre, PA (AVP)	83.9	86.5	230	230
Prescott, AZ (PRC)	87.1	83.9	62	62	Seattle, WA (SEA)	81.7	85.3	10694	10690
Providence, RI (PVD)	79.3	83.3	1522	1525	Shreveport, LA (SHV)	77.9	79.0	520	520
Provo, UT (PVU)	78.4	74.5	51	51	Sioux City, IA (SUX)	73.6	64.0	125	125
Pueblo, CO (PUB)	80.8	80.8	73	73	Sioux Falls, SD (FSD)	76.6	78.0	644	649
Punta Gorda, FL (PGD)	77.4	84.0	443	443	Sitka, AK (SIT)	70.6	82.4	85	85
Quincy, IL (UIN)	71.1	72.4	76	76	South Bend, IN (SBN)	78.6	82.0	579	579
Raleigh/Durham, NC (RDU)	77.6	75.9	5051	5048	Spokane, WA (GEG)	81.1	86.2	1029	1031
Rapid City, SD (RAP)	73.9	76.6	276	274	Springfield, IL (SPI)	82.5	80.5	154	154
Redding, CA (RDD)	65.8	62.5	120	120	Springfield, MO (SGF)	76.4	79.8	660	660
Reno, NV (RNO)	78.3	81.0	1624	1622	St. Cloud, MN (STC)	83.3	72.2	18	18
Rhinelander, WI (RHI)	85.5	82.3	62	62	St. George, UT (SGU)	89.0	92.4	301	301
Richmond, VA (RIC)	75.1	76.9	1955	1960	St. Louis, MO (STL)	81.3	76.3	5447	5448
Roanoke, VA (ROA)	81.3	72.3	176	177	St. Petersburg, FL (PIE)	80.9	87.2	601	601
Rochester, MN (RST)	72.4	81.4	275	274	State College, PA (SCE)	78.6	87.8	145	147
Rochester, NY (ROC)	81.0	82.7	1243	1247	Staunton, VA (SHD)	73.7	78.9	57	57
Rock Springs, WY (RKS)	85.5	95.2	62	62	Stillwater, OK (SWO)	91.0	86.8	67	68
Rockford, IL (RFD)	90.0	86.0	50	50	Stockton, CA (SCK)	85.5	76.4	55	55
Roswell, NM (ROW)	77.8	78.6	117	117	Sun Valley/Hailey/Ketchum, ID (SUN)	58.5	58.1	123	124
Sacramento, CA (SMF)	81.7	83.4	4013	4018	Syracuse, NY (SYR)	80.5	84.9	1125	1125
Saginaw/Bay City/Midland, MI (MBS)	79.2	84.6	240	241	Tallahassee, FL (TLH)	84.0	85.4	507	507
Saipan, TT (SPN)	84.6	76.9	39	39	Tampa, FL (TPA)	77.9	78.4	6749	6740
Salina, KS (SLN)	85.3	84.2	75	76	Texarkana, AR (TXK)	81.1	81.1	111	111
Salt Lake City, UT (SLC)	84.6	86.1	9393	9378	Toledo, OH (TOL)	79.2	79.8	178	178
San Angelo, TX (SJT)	81.5	84.7	130	131	Traverse City, MI (TVC)	74.6	83.2	197	196
San Antonio, TX (SAT)	77.5	81.1	3364	3368	Trenton, NJ (TTN)	74.5	70.1	204	204
San Diego, CA (SAN)	82.3	83.2	7611	7639	Tucson, AZ (TUS)	80.7	86.4	1677	1675
San Francisco, CA (SFO)	73.1	76.5	14306	14266	Tulsa, OK (TUL)	79.4	84.4	1344	1345
San Jose, CA (SJC)	83.6	82.7	4576	4584	Twin Falls, ID (TWF)	86.2	79.3	87	111
San Juan, PR (SJU)	71.7	75.1	2299	2288	Tyler, TX (TYR)	86.7	85.2	128	128

AIR TRAVEL CONSUMER REPORT
TABLE 5. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT BY REPORTING CARRIER
DECEMBER 2018

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Valdosta, GA (VLD)	88.5	92.0	87	87
Valparaiso, FL (VPS)	81.4	82.7	566	566
Vernal, UT (VEL)	85.7	87.8	49	49
Waco, TX (ACT)	81.9	86.6	127	127
Washington, DC (IAD)	83.2	86.7	5910	5912
Washington, DC (DCA)	82.6	84.1	11092	11102
Waterloo, IA (ALO)	76.3	74.6	59	59
Watertown, NY (ART)	73.1	44.0	26	25
West Palm Beach/Palm Beach, FL (PBI)	74.6	76.3	2393	2384
White Plains, NY (HPN)	73.0	76.0	830	832
Wichita Falls, TX (SPS)	81.6	81.6	87	87
Wichita, KS (ICT)	80.7	84.8	887	887
Williston, ND (ISN)	90.3	91.9	62	62
Wilmington, NC (ILM)	82.5	81.5	513	514
Worcester, MA (ORH)	74.2	72.0	93	93
Wrangell, AK (WRG)	66.7	78.3	60	60
Yakutat, AK (YAK)	85.0	83.3	60	60

26

AIR TRAVEL CONSUMER REPORT
TABLE 6. OVERALL NUMBER AND PERCENTAGE OF FLIGHT CANCELLATIONS BY MARKETING CARRIER

DECEMBER 2018

CARRIER	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
JETBLUE AIRWAYS	**68**	**25350**	**53**	**0.2**	**1**
DELTA AIR LINES NETWORK	**220**	**137829**	**394**	**0.3**	**2**
- DELTA AIR LINES	147	75006	54	0.1	
- BRANDED CODESHARE PARTNERS	205	62823	340	0.5	
SPIRIT AIRLINES	**43**	**15013**	**52**	**0.3**	**3**
HAWAIIAN AIRLINES NETWORK	**21**	**7964**	**33**	**0.4**	**4**
- HAWAIIAN AIRLINES	18	7214	6	0.1	
- BRANDED CODESHARE PARTNERS	4	750	27	3.6	
FRONTIER AIRLINES	**90**	**9916**	**70**	**0.7**	**5**
ALLEGIANT AIR	**120**	**7672**	**62**	**0.8**	**6**
SOUTHWEST AIRLINES	**85**	**113027**	**931**	**0.8**	**7**
UNITED AIRLINES NETWORK	**228**	**128291**	**1459**	**1.1**	**8**
- UNITED AIRLINES	103	51530	75	0.1	
- BRANDED CODESHARE PARTNERS	211	76761	1384	1.8	
ALASKA AIRLINES NETWORK	**95**	**35539**	**459**	**1.3**	**9**
- ALASKA AIRLINES	70	20872	203	1.0	
- BRANDED CODESHARE PARTNERS	52	14667	256	1.7	
AMERICAN AIRLINES NETWORK	**234**	**168724**	**4290**	**2.5**	**10**
- AMERICAN AIRLINES	102	76121	1386	1.8	
- BRANDED CODESHARE PARTNERS	220	92603	2904	3.1	
TOTAL AIRPORTS SERVED	**360**	**649,325**	**7,803**	**1.2**	

Note: For simplicity, statistics are displayed to one decimal place. Actual ranking order is calculated to nine decimal places.

Note: For a complete list of flights by number canceled 5% or more of the time, go to **https://www.transtats.bts.gov/ONTIME/5PctCancels.aspx**

AIR TRAVEL CONSUMER REPORT

TABLE 6A. OVERALL NUMBER AND PERCENTAGE OF FLIGHT CANCELLATIONS BY REPORTING CARRIER

DECEMBER 2018

CARRIER	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
DELTA AIR LINES	147	75006	54	0.1	1
HAWAIIAN AIRLINES	18	7214	6	0.1	2
UNITED AIRLINES	103	51530	75	0.1	3
JETBLUE AIRWAYS	68	25350	53	0.2	4
SPIRIT AIRLINES	43	15013	52	0.3	5
ENDEAVOR AIR	120	20690	116	0.6	6
FRONTIER AIRLINES	90	9916	70	0.7	7
ALLEGIANT AIR	120	7672	62	0.8	8
SOUTHWEST AIRLINES	85	113027	931	0.8	9
REPUBLIC AIRWAYS	89	25639	243	0.9	10
ALASKA AIRLINES	70	20872	203	1.0	11
SKYWEST AIRLINES	235	64677	848	1.3	12
AMERICAN AIRLINES	102	76121	1386	1.8	13
ENVOY AIR	139	25596	572	2.2	14
MESA AIRLINES	103	18576	432	2.3	15
PSA AIRLINES	92	23061	1019	4.4	16
EXPRESSJET AIRLINES	102	13882	630	4.5	17
TOTAL AIRPORTS SERVED	**346**	**593,842**	**6,752**	**1.1**	

Note: For simplicity, statistics are displayed to one decimal place. Actual ranking order is calculated to nine decimal places.

Note: For a complete list of flights by number canceled 5% or more of the time, go to **https://www.transtats.bts.gov/ONTIME/5PctCancels.aspx**

TRAVEL CONSUMER REPORT

TABLE 7. CAUSES OF DELAY, BY MARKETING CARRIER

DECEMBER 2018

CARRIER	TOTAL RECORDS	ONTIME	% ONTIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
ALASKA AIRLINES NETWORK	**35539**	**28633**	**80.57**	**459**	**1.29**	**126**	**0.35**	**1417**	**3.99**	**116**	**0.33**	**2888**	**8.13**	**20**	**0.06**	**1880**	**5.29**
- ALASKA AIRLINES	20872	17098	81.92	203	0.97	49	0.23	737	3.53	52	0.25	1821	8.72	14	0.07	898	4.30
- BRANDED CODESHARE PARTNERS	14667	11535	78.65	256	1.75	77	0.52	681	4.64	64	0.44	1066	7.27	6	0.04	983	6.70
ALLEGIANT AIR	**7672**	**6042**	**78.75**	**62**	**0.81**	**26**	**0.34**	**324**	**4.22**	**75**	**0.98**	**476**	**6.20**	**11**	**0.14**	**656**	**8.55**
AMERICAN AIRLINES NETWORK	**168724**	**131612**	**78.00**	**4290**	**2.54**	**442**	**0.26**	**8862**	**5.25**	**1147**	**0.68**	**10609**	**6.29**	**74**	**0.04**	**11688**	**6.93**
- AMERICAN AIRLINES	76121	60596	79.60	1386	1.82	184	0.24	4327	5.68	438	0.58	5145	6.76	40	0.05	4006	5.26
- BRANDED CODESHARE PARTNERS	92603	71016	76.69	2904	3.14	258	0.28	4534	4.90	709	0.77	5465	5.90	34	0.04	7682	8.30
DELTA AIR LINES NETWORK	**137829**	**118695**	**86.12**	**394**	**0.29**	**302**	**0.22**	**5244**	**3.80**	**926**	**0.67**	**6153**	**4.46**	**17**	**0.01**	**6099**	**4.43**
- DELTA AIR LINES	75006	66860	89.14	54	0.07	105	0.14	2520	3.36	360	0.48	3158	4.21	2	0.00	1947	2.60
- BRANDED CODESHARE PARTNERS	62823	51835	82.51	340	0.54	197	0.31	2724	4.34	566	0.90	2995	4.77	15	0.02	4152	6.61
FRONTIER AIRLINES	**9916**	**7378**	**74.41**	**70**	**0.71**	**9**	**0.09**	**743**	**7.49**	**12**	**0.12**	**804**	**8.11**	**0**	**0.00**	**900**	**9.08**
HAWAIIAN AIRLINES NETWORK	**7964**	**6967**	**87.48**	**33**	**0.41**	**6**	**0.08**	**575**	**7.22**	**9**	**0.11**	**42**	**0.53**	**2**	**0.03**	**330**	**4.14**
- HAWAIIAN AIRLINES	7214	6376	88.38	6	0.08	5	0.07	546	7.57	8	0.11	24	0.33	1	0.01	247	3.42
- BRANDED CODESHARE PARTNERS	750	591	78.80	27	3.60	1	0.13	29	3.87	1	0.13	17	2.27	1	0.13	83	11.07
JETBLUE AIRWAYS	**25350**	**18898**	**74.55**	**53**	**0.21**	**55**	**0.22**	**2351**	**9.27**	**30**	**0.12**	**1749**	**6.90**	**12**	**0.05**	**2201**	**8.68**
SOUTHWEST AIRLINES	**113027**	**89056**	**78.79**	**931**	**0.82**	**186**	**0.16**	**7915**	**7.00**	**194**	**0.17**	**3972**	**3.51**	**138**	**0.12**	**10635**	**9.41**
SPIRIT AIRLINES	**15013**	**12691**	**84.53**	**52**	**0.35**	**21**	**0.14**	**522**	**3.48**	**32**	**0.21**	**1248**	**8.31**	**9**	**0.06**	**438**	**2.92**
UNITED AIRLINES NETWORK	**128291**	**99535**	**77.59**	**1459**	**1.14**	**354**	**0.28**	**6394**	**4.98**	**741**	**0.58**	**10973**	**8.55**	**12**	**0.01**	**8822**	**6.88**
- UNITED AIRLINES	51530	41548	80.63	75	0.15	119	0.23	2339	4.54	231	0.45	4306	8.36	0	0.00	2913	5.65
- BRANDED CODESHARE PARTNERS	76761	57987	75.54	1384	1.80	235	0.31	4056	5.28	510	0.66	6667	8.69	12	0.02	5910	7.70
TOTAL	**649,325**	**519,507**	**80.01**	**7,803**	**1.20**	**1,527**	**0.24**	**34,348**	**5.29**	**3,282**	**0.51**	**38,914**	**5.99**	**294**	**0.05**	**43,650**	**6.72**

* Causes of Delay:
· **Air Carrier Delay:** The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).
· **Extreme Weather Delay:** Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents the operation of a flight.
· **National Aviation System Delay:** Delays and cancellations attributable to the national aviation system refer to a broad set of conditions -- non-extreme weather conditions, airport operations, heavy traffic volume, air traffic control, etc.
· **Security Delay:** Delays caused by evacuation of terminal or concourse, re-boarding of aircraft because of security breach, inoperative screening equipment and long lines more than **29** minutes at screening areas.
· **Late Arriving Aircraft Delay:** Previous flight with same aircraft arrived late which caused the present flight to depart late.
A "cancelled" flight is a flight that was not operated, but was in the carrier's computer reservation system within 7 days of the scheduled departure. A "diverted" flight is a flight which is operated from the scheduled origin point to a point other than the scheduled destination point in the carrier's published schedule.

Note: Individual causes of delay numbers may not add to totals, because of rounding.

AIR TRAVEL CONSUMER REPORT

TABLE 7A. CAUSES OF DELAY, BY REPORTING CARRIER
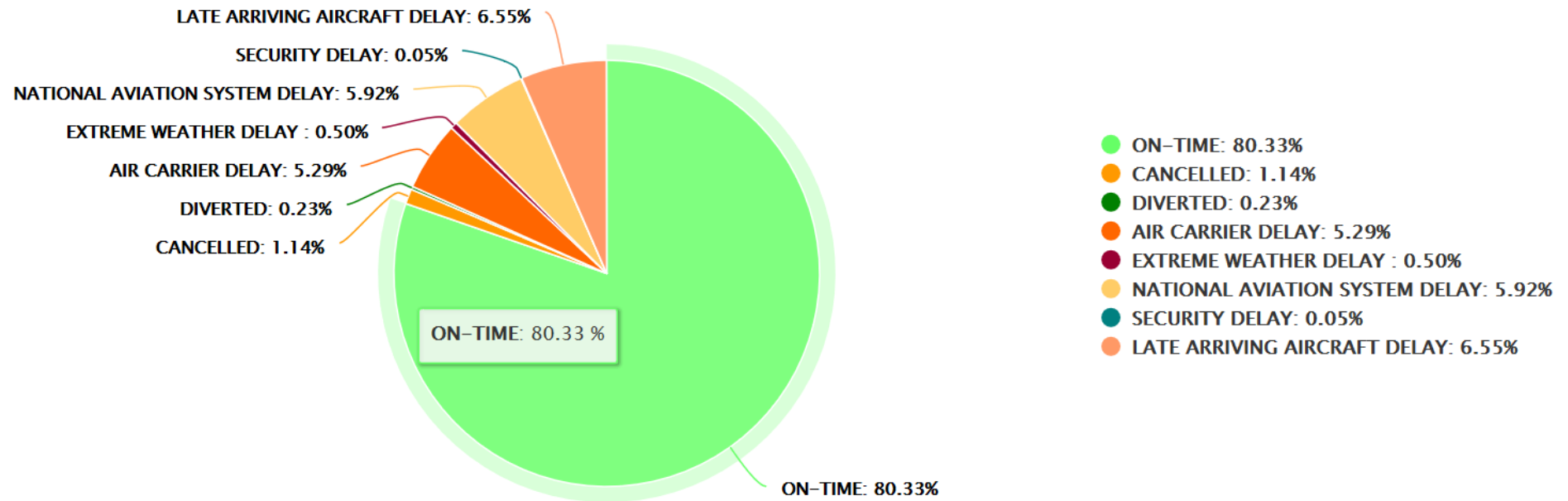
DECEMBER 2018

CARRIER	TOTAL RECORDS	ONTIME	% ONTIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
ALASKA AIRLINES	20872	17098	81.92	203	0.97	49	0.23	737	3.53	52	0.25	1821	8.72	14	0.07	898	4.30
ALLEGIANT AIR	7672	6042	78.75	62	0.81	26	0.34	324	4.22	75	0.98	476	6.20	11	0.14	656	8.55
AMERICAN AIRLINES	76121	60596	79.60	1386	1.82	184	0.24	4327	5.68	438	0.58	5145	6.76	40	0.05	4006	5.26
DELTA AIR LINES	75006	66860	89.14	54	0.07	105	0.14	2520	3.36	360	0.48	3158	4.21	2	0.00	1947	2.60
ENDEAVOR AIR	20690	17149	82.89	116	0.56	55	0.27	898	4.34	125	0.60	984	4.76	2	0.01	1361	6.58
ENVOY AIR	25596	19627	76.68	572	2.23	75	0.29	1082	4.23	313	1.22	1923	7.51	7	0.03	1996	7.80
EXPRESSJET AIRLINES	13882	9765	70.34	630	4.54	32	0.23	813	5.86	108	0.78	1408	10.14	0	0.00	1126	8.11
FRONTIER AIRLINES	9916	7378	74.41	70	0.71	9	0.09	743	7.49	12	0.12	804	8.11	0	0.00	900	9.08
HAWAIIAN AIRLINES	7214	6376	88.38	6	0.08	5	0.07	546	7.57	8	0.11	24	0.33	1	0.01	247	3.42
JETBLUE AIRWAYS	25350	18898	74.55	53	0.21	55	0.22	2351	9.27	30	0.12	1749	6.90	12	0.05	2201	8.68
MESA AIRLINES	18576	14139	76.11	432	2.33	41	0.22	1319	7.10	190	1.02	1003	5.40	14	0.08	1438	7.74
PSA AIRLINES	23061	18114	78.55	1019	4.42	52	0.23	1159	5.03	136	0.59	943	4.09	12	0.05	1626	7.05
REPUBLIC AIRWAYS	25639	21066	82.16	243	0.95	60	0.23	881	3.44	105	0.41	1952	7.61	4	0.02	1328	5.18
SKYWEST AIRLINES	64677	50652	78.32	848	1.31	279	0.43	2914	4.51	541	0.84	4227	6.54	15	0.02	5199	8.04
SOUTHWEST AIRLINES	113027	89056	78.79	931	0.82	186	0.16	7915	7.00	194	0.17	3972	3.51	138	0.12	10635	9.41
SPIRIT AIRLINES	15013	12691	84.53	52	0.35	21	0.14	522	3.48	32	0.21	1248	8.31	9	0.06	438	2.92
UNITED AIRLINES	51530	41548	80.63	75	0.15	119	0.23	2339	4.54	231	0.45	4306	8.36	0	0.00	2913	5.65
TOTAL	593,842	477,055	80.33	6,752	1.14	1,353	0.23	31,390	5.29	2,950	0.50	35,143	5.92	281	0.05	38,915	6.55

* Causes of Delay:
· Air Carrier Delay: The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).
· Extreme Weather Delay: Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents the operation of a flight.
· National Aviation System Delay: Delays and cancellations attributable to the national aviation system refer to a broad set of conditions -- non-extreme weather conditions, airport operations, heavy traffic volume, air traffic control, etc.
· Security Delay: Delays caused by evacuation of terminal or concourse, re-boarding of aircraft because of security breach, inoperative screening equipment and long lines more than 29 minutes at screening areas.
· Late Arriving Aircraft Delay: Previous flight with same aircraft arrived late which caused the present flight to depart late.
A "cancelled" flight is a flight that was not operated, but was in the carrier's computer reservation system within 7 days of the scheduled departure. A "diverted" flight is a flight which is operated from the scheduled origin point to a point other than the scheduled destination point in the carrier's published schedule.

Note: Individual causes of delay numbers may not add to totals, because of rounding.

AIR TRAVEL CONSUMER REPORT
TABLE 7B. OVERALL CAUSES OF DELAY BY REPORTING CARRIER
DECEMBER 2018

LATE ARRIVING AIRCRAFT DELAY: 6.55%
SECURITY DELAY: 0.05%
NATIONAL AVIATION SYSTEM DELAY: 5.92%
EXTREME WEATHER DELAY : 0.50%
AIR CARRIER DELAY: 5.29%
DIVERTED: 0.23%
CANCELLED: 1.14%

ON-TIME: 80.33 %

ON-TIME: 80.33%

- ON-TIME: 80.33%
- CANCELLED: 1.14%
- DIVERTED: 0.23%
- AIR CARRIER DELAY: 5.29%
- EXTREME WEATHER DELAY : 0.50%
- NATIONAL AVIATION SYSTEM DELAY: 5.92%
- SECURITY DELAY: 0.05%
- LATE ARRIVING AIRCRAFT DELAY: 6.55%

* Causes of Delay:
· **Air Carrier Delay:** The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).
· **Extreme Weather Delay:** Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents the operation of a flight.
· **National Aviation System Delay:** Delays and cancellations attributable to the national aviation system refer to a broad set of conditions -- non-extreme weather conditions, airport
  operations, heavy traffic volume, air traffic control, etc.
· **Security Delay:** Delays caused by evacuation of terminal or concourse, re-boarding of aircraft because of security breach, inoperative screening equipment and long lines more than 29
  minutes at screening areas.
· **Late Arriving Aircraft Delay:** Previous flight with same aircraft arrived late which caused the present flight to depart late.
  A "cancelled" flight is a flight that was not operated, but was in the carrier's computer reservation system within 7 days of the scheduled departure. A "diverted" flight is a flight which is
  operated from the scheduled origin point to a point other than the scheduled destination point in the carrier's published schedule.

AIR TRAVEL CONSUMER REPORT

TABLE 8. LIST OF DOMESTIC FLIGHTS WITH TARMAC DELAYS OVER 3 HOURS BY MARKETING/OPERATING CARRIER

DECEMBER 2018

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC TIME	LENGTH OF TARMAC DELAY
AMERICAN	AMERICAN	242	ATL	DFW	12/26/2018	Destination Airport	4:19
AMERICAN	AMERICAN	249	SAT	DFW	12/26/2018	Destination Airport	4:18
AMERICAN	AMERICAN	797	PHX	DFW	12/26/2018	Destination Airport	4:09
AMERICAN	AMERICAN	140	PHL	DFW	12/26/2018	Diversion Airport (LIT)	4:04
AMERICAN	AMERICAN	2430	TPA	DFW	12/26/2018	Destination Airport	3:59
AMERICAN	MESA	5959	EVV	DFW	12/26/2018	Diversion Airport (LIT)	3:47
AMERICAN	AMERICAN	2784	IAD	DFW	12/26/2018	Destination Airport	3:44
UNITED	UNITED	1543	RIC	DEN	12/9/2018	Origin Airport	3:43
AMERICAN	AMERICAN	30	MIA	DFW	12/26/2018	Destination Airport	3:40
AMERICAN	AMERICAN	1185	BWI	DFW	12/26/2018	Destination Airport	3:26
ALASKA	ALASKA	642	SEA	DFW	12/26/2018	Diversion Airport (TUL)	3:21
AMERICAN	AMERICAN	1056	LGA	DFW	12/26/2018	Diversion Airport (LIT)	3:18
AMERICAN	AMERICAN	2738	ORD	DFW	12/26/2018	Destination Airport	3:16
AMERICAN	AMERICAN	2439	CAE	DFW	12/26/2018	Destination Airport	3:13
AMERICAN	AMERICAN	654	MEM	DFW	12/26/2018	Destination Airport	3:12
AMERICAN	AMERICAN	1113	SJC	DFW	12/26/2018	Diversion Airport (LIT)	3:11
ALASKA	SKYWEST	3465	PDX	DAL	12/26/2018	Diversion Airport (TUL)	3:09
AMERICAN	AMERICAN	2314	MCO	DFW	12/26/2018	Diversion Airport (LIT)	3:05
AMERICAN	AMERICAN	22	IAH	DFW	12/26/2018	Destination Airport	3:03

Note: Tarmac delays of more than 3 hours on any domestic flight based on reports from all carriers operating domestic flights within the U.S. (Part 234 and 244).

* See airports and codes **on the BTS website.**

AIR TRAVEL CONSUMER REPORT

TABLE 8A. LIST OF INTERNATIONAL FLIGHTS WITH TARMAC DELAYS OVER 4 HOURS BY MARKETING/OPERATING CARRIER

DECEMBER 2018

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC TIME	LENGTH OF TARMAC DELAY
				NONE			

Note: Tarmac delays of more than 4 hours on any international flight at its U.S. airport departure from or arrival in the U.S., based on reports from all U.S. and foreign carriers operating international flights to and from the U.S. (Part 244).

* * See airports and codes on the BTS website.

APPENDIX

NOTE: The Department of Transportation has screened the reporting carriers' data for completeness and verified all arithmetic data elements computed by the carriers (e.g., length of delay). Individual flight operation records with incorrect calculations, erroneous city-pairs, or missing data elements were rejected and excluded from the data base; such rejected records accounted for less than 0.01% of the flight operations records submitted. Any errors in the data base with respect to basic flight data -- non-computed data elements such as flight numbers, scheduled and actual arrival/departure times, days of operation -- are the responsibility of the reporting carrier.

30 Largest U.S. Airports

Airport	Code
Atlanta: Hartsfield-Jackson	ATL
Balt/Wash: Thurgood Marshall	BWI
Boston: Logan International	BOS
Charlotte: Douglas	CLT
Chicago: Midway	MDW
Chicago: O'Hare	ORD
Dallas-Fort Worth: International	DFW
Denver: International	DEN
Detroit: Metro Wayne County	DTW
Ft. Lauderdale: International	FLL
Honolulu: Daniel K Inouye Int'l	HNL
Houston: George Bush	IAH
Las Vegas: McCarran International	LAS
Los Angeles: International	LAX
Miami: International	MIA
Minneapolis-St. Paul: International	MSP
Newark: Liberty International	EWR
New York: JFK International	JFK
New York: LaGuardia	LGA
Orlando: International	MCO
Philadelphia: International	PHL
Phoenix: Sky Harbor International	PHX
Portland: International	PDX
Salt Lake City: International	SLC
San Diego: Lindbergh Field	SAN
San Francisco: International	SFO
Seattle-Tacoma: International	SEA
Tampa: Tampa International	TPA
Washington: Dulles	IAD
Washington: Reagan National DCA	

Air Carriers Required to Report Data to DOT and to CRS Vendors*

Code	Carrier
AS	Alaska Airlines
G4	Allegiant Air
AA	American Airlines
DL	Delta Air Lines
9E	Endeavor Air
MQ	Envoy Air
EV	ExpressJet Airlines
F9	Frontier Airlines
HA	Hawaiian Airlines
B6	JetBlue Airways
YV	Mesa Airlines
OH	PSA Airlines
YX	Republic Airways***
OO	SkyWest Airlines
WN	Southwest Airlines
NK	Spirit Airlines
UA	United Airlines
VX	Virgin America**

* Based on the Bureau of Transportation Statistics' Technical Reporting Directive #27, issued August 15, 2017, effective January 1, 2018: https://www.bts.gov/topics/airlines-and-airports/number-27-technical-directive-time-reporting-effective-jan-1-2018

**Effective April 2018, data of the merged operations of Alaska Airlines and Virgin America are combined.

***Effective Dec 14, 2018, Republic Airline Inc. became Republic Airways Inc.

MISHANDLED BAGGAGE

The baggage statistics in this section were filed with DOT's Bureau of Transportation Statistics (Office of Airline Information) by U.S. airlines that have at least one percent of total domestic scheduled-service passenger revenues. See 14 CFR Part 234.3 and 234.6.

The tables on pages 36 and 37 of this section provide the rate of mishandled-baggage reports per 1,000 passengers by carrier and for the industry. The rate is based on the total number of reports each carrier received from passengers concerning lost, damaged, delayed, or pilfered baggage.

The table on page 35 provides the rate of mishandled bags per 1,000 bags enplaned. The number of mishandled bags displayed in these tables represent the total number of checked bags that are lost, damaged, delayed, and pilfered, as reported by or on behalf of the passenger, that were in the airline's custody for its reportable domestic nonstop scheduled passenger flights. The number of bags enplaned displayed in this table represents the total number of checked bags enplaned, including wheelchairs and scooters that were placed into the aircraft cargo compartment for any reportable domestic nonstop scheduled passenger flight. The number of mishandled bags and the number of enplaned bags for all airlines, except one, do not include bags of passengers traveling on itineraries with domestic segments and international segments unless the bag is a "valet bag," meaning the passenger dropped the bag off at the end of the loading bridge or on the tarmac and the bag was returned to the passenger on the loading bridge or on the tarmac following the flight.

For additional information on this aspect of mishandled baggage reporting see the Department's Notice of Enforcement Policy Regarding Reporting of Mishandled Baggage and Wheelchair Data, dated October 31, 2018: https://www.transportation.gov/sites/dot.gov/files/docs/resources/individuals/aviation-consumer-protection/323451/mishandled-baggage-and-wheelchair-reporting-enforcement-policy.pdf.

AIR TRAVEL CONSUMER REPORT

MISHANDLED BAGGAGE: REPORTING U.S. OPERATING CARRIERS*

(PARTIAL MONTH, NON-RANKED, IN ALPHABETICAL ORDER)

CARRIER	DECEMBER 4-31, 2018		
	NUMBER OF BAGS ENPLANED	NUMBER OF BAGS MISHANDLED	NUMBER OF BAGS MISHANDLED PER 1000 ENPLANED
AMERICAN AIRLINES	5,599,701	49,766	8.89
DELTA AIR LINES	5,839,942	30,677	5.25
ENVOY AIRLINES	840,644	7,666	9.12
FRONTIER AIRLINES	831,153	3,328	4.00
HAWAIIAN AIRLINES	524,015	2,324	4.44
JETBLUE AIRWAYS	1,186,205	6,839	5.77
SOUTHWEST AIRLINES	10,501,985	61,051	5.81
SPIRIT AIRLINES	971,847	4,854	5.00
TOTAL	26,295,492	166,505	6.33

* All U.S. airlines with at least 1 percent of total domestic scheduled-service passenger revenues, as determined by DOT's Bureau of Transportation Statistics.

**The FAA Reauthorization Act of 2018, enacted October 5, 2018, changed the date when reporting airlines must identify mishandled baggage data using the new methodology of the number of mishandled bags and number of enplaned bags from January 1, 2019, to December 4, 2018. Alaska Airlines, ExpressJet Airlines, SkyWest Airlines, and United Airlines each subsequently informed the Department of the airline's inability to accurately report data using this new metric for the reportable period December 4 through 31, 2018. Airlines also submitted mishandled baggage data to the Department for the December 2018 reporting period using the previous metric (the number of mishandled baggage reports and the number of domestic passenger enplanements) which is displayed on page 36 of this report.

AIR TRAVEL CONSUMER REPORT

MISHANDLED BAGGAGE REPORTS FILED BY PASSENGERS: LIST OF LARGE U.S. REPORTING CARRIERS* (NON-RANKED, IN ALPHABETIC ORDER).

AIRLINE	DECEMBER 2018			DECEMBER 2017		
	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1000 PASSENGERS
ALASKA AIRLINES**	8,516	2,626,491	3.24	5,451	2,074,701	2.63
AMERICAN AIRLINES	41,162	9,092,294	4.53	39,769	10,143,160	3.92
ENVOY AIR	6,740	997,324	6.76	-	-	-
EXPRESSJET AIRLINES	2,927	482,876	6.06	4,944	925,489	5.34
FRONTIER AIRLINES	3,127	1,605,770	1.95	4,130	1,543,637	2.68
HAWAIIAN AIRLINES	1,939	866,286	2.24	2,623	918,173	2.86
JETBLUE AIRWAYS	6,087	2,712,707	2.24	5,054	2,854,753	1.77
SKYWEST AIRLINES	13,042	2,111,909	6.18	12,619	2,942,055	4.29
SOUTHWEST AIRLINES	50,419	13,292,871	3.79	44,313	13,141,883	3.37
SPIRIT AIRLINES	4,696	2,197,519	2.14	3,721	1,868,763	1.99
UNITED AIRLINES	22,685	7,306,821	3.10	20,944	6,983,454	3.00
TOTALS	161,340	43,292,868	3.73	143,568	43,396,068	3.31

TOTAL BAGGAGE REPORTS - For the domestic system only. These are passenger reports of mishandled baggage, including those that did not subsequently result in claims for compensation.

ENPLANED PASSENGERS - For the domestic system only.

* All U.S. airlines, excluding Delta Air Lines with at least one percent of total domestic scheduled-service passenger revenues, as determined by DOT's Bureau of Transportation Statistics.

**Effective April 2018, data of the merged operations of Alaska Airlines and Virgin America are combined, and appear only as Alaska Airlines in this table. Totals for the previous ranking period reflect the deletion of Virgin America's data.

(-) Airline was not a ranked carrier in 2017.

NOTE: The methodology that airlines are required to use in reporting to the Department their mishandled baggage data changed in December from the number of mishandled baggage reports filed with the airline and the number of domestic passenger enplanements to the number of mishandled bags and the number of enplaned bags. Airlines have submitted mishandled baggage data using the required new metric. However, the Department is delaying the publication of this new data to allow for accuracy reviews. Meanwhile, virtually all 2018 reporting airlines voluntarily submitted mishandled baggage data to the Department for the entire month of December 2018 using the prior metric (number of mishandled baggage reports / number of domestic passenger enplanements) and this information is displayed in the current table.

AIR TRAVEL CONSUMER REPORT

MISHANDLED BAGGAGE REPORTS FILED BY PASSENGERS: RANKING LARGE U.S. REPORTING CARRIERS*

RANK	CARRIER	JANUARY - NOVEMBER 2018			JANUARY - NOVEMBER 2017		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1000 PASSENGERS
1	SPIRIT AIRLINES	40,623	23,578,019	1.72	29,411	18,559,447	1.58
2	JETBLUE AIRWAYS	52,638	30,040,285	1.75	50,387	30,733,503	1.64
3	DELTA AIR LINES	200,507	111,348,620	1.80	203,232	115,112,034	1.77
4	UNITED AIRLINES	205,547	81,923,693	2.51	178,186	76,734,302	2.32
5	ALASKA AIRLINES**	77,282	29,473,989	2.62	39,546	22,742,667	1.74
6	HAWAIIAN AIRLINES	24,782	9,443,014	2.62	26,229	9,574,348	2.74
7	FRONTIER AIRLINES	46,797	17,630,078	2.65	39,625	14,857,187	2.67
8	SOUTHWEST AIRLINES	415,187	147,569,084	2.81	398,101	143,104,464	2.78
9	AMERICAN AIRLINES	385,992	102,362,673	3.77	306,417	111,908,087	2.74
10	SKYWEST AIRLINES	112,896	27,013,068	4.18	96,755	32,114,658	3.01
11	EXPRESSJET AIRLINES	35,909	7,213,317	4.98	52,127	13,779,464	3.78
12	ENVOY AIR	62,860	10,905,089	5.76	-	-	-
	TOTAL	1,661,020	598,500,929	2.78	1,420,016	589,220,161	2.41

Note: For simplicity, statistics are displayed to two decimal places. Actual ranking order is based on our computer carrying out the number of decimal places to nine.

TOTAL BAGGAGE REPORTS - For the domestic system only. These are passenger reports of mishandled baggage, including those that did not subsequently result in claims for compensation.

ENPLANED PASSENGERS - For the domestic system only.

* All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues, as determined by DOT's Bureau of Transportation Statistics.

**Effective April 2018, data of the merged operations of Alaska Airlines and Virgin America are combined, and appear only as Alaska Airlines in this table. Totals for the previous ranking period reflect the deletion of Virgin America's data.

 (-) Airline was not a ranked carrier in 2017.

NOTE: This table includes Jan-Nov 2018 mishandled baggage data only, as the Department did not have complete Mishandled Baggage information for December. Please see the note on the previous table.

MISHANDLED WHEELCHAIRS AND SCOOTERS

The Department revised 14 CFR 234 to require airlines classified as "reporting carriers" to report mishandled wheelchair and scooter data in aircraft cargo compartments. Pursuant to the FAA Reauthorization Act of 2018, this requirement applies to operations on and after December 4, 2018.

AIR TRAVEL CONSUMER REPORT

MISHANDLED WHEELCHAIRS AND SCOOTERS: RANKING LARGE U.S. REPORTING CARRIERS*

RANK	CARRIER	DECEMBER 4 - DECEMBER 31, 2018		
		NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED
1	SKYWEST AIRLINES	3,018	24	0.80%
2	DELTA AIR LINES	11,838	105	0.89%
3	UNITED AIRLINES	7,307	80	1.09%
4	ALASKA AIRLINES	1,126	14	1.24%
5	HAWAIIAN AIRLINES	638	13	2.04%
6	SPIRIT AIRLINES	1,442	33	2.29%
7	JETBLUE AIRWAYS	1,121	45	4.01%
8	FRONTIER AIRLINES	585	30	5.13%
9	EXPRESSJET AIRLINES	75	4	5.33%
10	SOUTHWEST AIRLINES**	2,879	186	6.46%
11	AMERICAN AIRLINES***	2,091	151	7.22%
12	ENVOY AIR	109	16	14.68%
	TOTAL	32,229	701	2.18%

* All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues, as determined by DOT's Bureau of Transportation Statistics.

**Southwest informed the Department that for December 2018, it reported mishandlings of all power-assisted and manual wheelchairs and scooters; however, Southwest stated that its enplaned wheelchairs and scooters number did not include any manual wheelchairs enplaned by the carrier. Southwest has disclosed to the Department that it will have the ability to reliably capture manual wheelchairs enplaned on or after January 15, 2019, in its enplaned wheelchairs and scooters number submitted to the Department.

***American informed the Department that for December 2018, it reported mishandlings of all power-assisted and manual wheelchairs and scooters; however, American stated that its process for determining the enplanement number of wheelchairs and scooters may not have consistently accounted for all wheelchairs and scooters enplaned.   American has also stated that this process may have impacted American's wholly- owned subsidiary Envoy and American's other branded code share carriers ExpressJet and SkyWest. American has indicated to the Department that it is enhancing its process to reliably capture all reportable enplaned wheelchairs and scooters, which may take a few months.

OVERSALES

This section furnishes data on the number of passengers who hold confirmed reservations and are denied boarding ("bumped") from a flight because it is oversold. These figures include only passengers whose oversold flight departs without them; they do not include passengers affected by cancelled, delayed or diverted flights.

The report includes U.S. airlines that have at least 0.5 percent of total domestic scheduled-service passenger revenues and operate aircraft with a passenger capacity of 30 or more seats (see footnote on chart for details). It provides system data for scheduled passenger service on domestic flights and data on international flight segments that originate in the United States. Information is displayed for the latest available quarter and for the year to date, for the current period and for the same period in the previous year. The data are reported quarterly to DOT's Bureau of Transportation Statistics (Office of Airline Information). The reporting requirement is found in 14 CFR 250.10.

These tables give information by marketing and reporting carrier on the number of passengers bumped involuntarily and on the number who voluntarily gave up their seat on an oversold flight in exchange for compensation. Also shown is the rate of involuntary denied boarding's per 10,000 passengers. This rate determines the order in which carriers are listed; the airline with the lowest rate appears first. The number and rate of involuntary denied boarding's include both passengers who received denied boarding compensation and passengers who did not qualify for compensation because of one of the exceptions in the Oversales rule. There are four exceptions: 1) passenger accommodated on another flight scheduled to arrive within one hour of the original flight; 2) passenger fails to comply with ticketing, check-in or reconfirmation procedures; 3) aircraft of smaller capacity is substituted; and (4) passenger is denied boarding due to safety-related weight restrictions on an aircraft with 60 or fewer seats. Totals appear at the end of each table.

The enplanements figures that are used to calculate the involuntary denied boarding rate do not include inbound international service, since the rule does not apply to these flights.

AIR TRAVEL CONSUMER REPORT

PASSENGERS DENIED BOARDING BY MARKETING U.S. AIRLINES

RANK	CARRIER*	OCTOBER – DECEMBER 2018				OCTOBER – DECEMBER 2017			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	Involuntary DB's per 10,000 Passengers	DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	Involuntary DB's per 10,000 Passengers
		Voluntary	Involuntary			Voluntary	Involuntary		
1	DELTA AIR LINES NETWORK	33,646	3	44,353,043	0.00	-	-	-	-
	- DELTA AIR LINES	22,605	0	34,570,464	0.00	24,793	10	32,506,060	0.00
	- BRANDED CODESHARE PARTNERS	11,041	3	9,782,579	0.00	-	-	-	-
2	UNITED AIRLINES NETWORK	15,821	37	36,493,288	0.01	-	-	-	-
	- UNITED AIRLINES	7,556	23	25,234,539	0.01	8,483	44	23,766,600	0.02
	- BRANDED CODESHARE PARTNERS	8,265	14	11,258,749	0.01	-	-	-	-
3	JETBLUE AIRWAYS	487	13	9,351,646	0.01	432	3	8,936,805	0.00
4	HAWAIIAN AIRLINES NETWORK	340	6	2,730,714	0.02	-	-	-	-
	- HAWAIIAN AIRLINES	326	6	2,680,823	0.02	408	9	2,710,707	0.03
	- BRANDED CODESHARE PARTNERS	14	0	49,891	0.00	-	-	-	-
5	SPIRIT AIRLINES	5,417	43	6,897,416	0.06	4,198	1,144	5,804,607	1.97
6	SOUTHWEST AIRLINES	4,688	411	41,306,125	0.10	4,393	1,601	39,969,392	0.40
7	ALASKA AIRLINES NETWORK	2,857	160	10,825,736	0.15	-	-	-	-
	- ALASKA AIRLINES	2,226	105	8,260,367	0.13	1,552	131	6,103,747	0.21
	- BRANDED CODESHARE PARTNERS	631	55	2,565,369	0.21	-	-	-	-
8	ALLEGIANT AIR	46	66	3,263,797	0.20	-	-	-	-
9	FRONTIER AIRLINES	895	257	4,932,227	0.52	860	403	4,538,268	0.89
10	AMERICAN AIRLINES NETWORK	31,729	2,914	46,922,077	0.62	-	-	-	-
	- AMERICAN AIRLINES	20,168	1,573	33,312,446	0.47	14,215	416	32,802,049	0.13
	- BRANDED CODESHARE PARTNERS	11,561	1,341	13,609,631	0.99	-	-	-	-
	TOTAL	95,926	3,910	207,076,069	0.19	N/A	N/A	N/A	N/A

Note: For simplicity, statistics are displayed to two decimal places. Actual ranking order is based on our computer carrying out the number of decimal places to nine.

* All U.S. airlines with at least 0.5 percent of total domestic scheduled-service passenger revenues, as determined by DOT's Bureau of Transportation Statistics.

**Effective April 2018, data of the merged operations of Alaska Airlines and Virgin America are combined, and appear only as Alaska Airlines in this table. Totals for the previous ranking period reflect the deletion of Virgin America's data.

AIR TRAVEL CONSUMER REPORT

PASSENGERS DENIED BOARDING BY MARKETING U.S. AIRLINES

RANK	CARRIER	JANUARY - DECEMBER 2018				JANUARY - DECEMBER 2017			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	Involuntary DB's per 10,000 Passengers	DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	Involuntary DB's per 10,000 Passengers
		Voluntary	Involuntary			Voluntary	Involuntary		
1	DELTA AIR LINES NETWORK	126,719	40	177,650,178	0.00	-	-	-	-
	- DELTA AIR LINES	81,706	22	138,786,700	0.00	128,331	689	132,302,215	0.05
	- BRANDED CODESHARE PARTNERS	45,013	18	38,863,478	0.00	-	-	-	-
2	JETBLUE AIRWAYS	2,500	36	37,997,354	0.01	2,081	1,478	36,191,843	0.41
3	UNITED AIRLINES NETWORK	71,467	148	143,593,456	0.01	-	-	-	-
	- UNITED AIRLINES	35,724	93	99,595,563	0.01	47,057	2,111	93,797,365	0.23
	- BRANDED CODESHARE PARTNERS	35,743	55	43,997,893	0.01	-	-	-	-
4	HAWAIIAN AIRLINES NETWORK	1,149	13	11,170,094	0.01	-	-	-	-
	- HAWAIIAN AIRLINES	1,105	13	10,963,660	0.01	638	101	11,133,441	0.09
	- BRANDED CODESHARE PARTNERS	44	0	206,434	0.00	-	-	-	-
5	ALLEGIANT AIR	403	202	13,829,801	0.15	-	-	-	-
6	SOUTHWEST AIRLINES	21,622	2,423	161,516,687	0.15	36,482	8,279	155,958,380	0.53
7	AMERICAN AIRLINES NETWORK	108,176	4,785	188,200,185	0.25	-	-	-	-
	- AMERICAN AIRLINES	61,274	2,614	133,844,068	0.20	47,459	4,933	130,819,181	0.38
	- BRANDED CODESHARE PARTNERS	46,902	2,171	54,356,117	0.40	-	-	-	-
8	ALASKA AIRLINES NETWORK	11,648	1,440	42,092,330	0.34	-	-	-	-
	- ALASKA AIRLINES	8,721	743	32,302,771	0.23	7,974	789	24,921,671	0.32
	- BRANDED CODESHARE PARTNERS	2,927	697	9,789,559	0.71	-	-	-	-
9	SPIRIT AIRLINES	21,464	1,529	27,468,604	0.56	10,308	4,653	22,684,089	2.05
10	FRONTIER AIRLINES	4,625	1,219	19,423,432	0.63	2,376	943	16,598,211	0.57
	TOTAL	369,773	11,835	822,942,121	0.14	N/A	N/A	N/A	N/A

Note: For simplicity, statistics are displayed to two decimal places. Actual ranking order is based on our computer carrying out the number of decimal places to nine.

* All U.S. airlines with at least 0.5 percent of total domestic scheduled-service passenger revenues, as determined by DOT's Bureau of Transportation Statistics.

**Effective April 2018, data of the merged operations of Alaska Airlines and Virgin America are combined, and appear only as Alaska Airlines in this table. Totals for the previous ranking period reflect the deletion of Virgin America's data.

AIR TRAVEL CONSUMER REPORT

PASSENGERS DENIED BOARDING BY REPORTING U.S. AIRLINES

RANK	AIRLINE*	OCTOBER – DECEMBER 2018				OCTOBER – DECEMBER 2017			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	Involuntary DB's per 10,000 Passengers	DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	Involuntary DB's per 10,000 Passengers
		Voluntary	Involuntary			Voluntary	Involuntary		
1	DELTA AIR LINES	22,605	0	34,570,464	0.00	24,793	10	32,506,060	0.00
2	ENDEAVOR AIR	4,559	2	3,446,544	0.01	-	-	-	-
3	UNITED AIRLINES	7,556	23	25,234,539	0.01	8,483	44	23,766,600	0.02
4	JETBLUE AIRWAYS	487	13	9,351,646	0.01	432	3	8,936,805	0.00
5	HAWAIIAN AIRLINES	326	6	2,680,823	0.02	408	9	2,710,707	0.03
6	SPIRIT AIRLINES	5,417	43	6,897,416	0.06	4,198	1,144	5,804,607	1.97
7	SOUTHWEST AIRLINES	4,688	411	41,306,125	0.10	4,393	1,601	39,969,392	0.40
8	EXPRESSJET AIRLINES	1,658	22	1,835,755	0.12	3,213	7	2,977,522	0.02
9	ALASKA AIRLINES	2,226	105	8,260,367	0.13	1,552	131	6,103,747	0.21
10	SKYWEST AIRLINES	5,977	160	9,210,026	0.17	7,800	68	8,776,536	0.08
11	ALLEGIANT AIR	46	66	3,263,797	0.20	-	-	-	-
12	REPUBLIC AIRWAYS	4,275	103	4,548,762	0.23	-	-	-	-
13	MESA AIRLINES	2,047	101	3,536,496	0.29	-	-	-	-
14	AMERICAN AIRLINES	20,168	1,573	33,312,446	0.47	14,215	416	32,802,049	0.13
15	FRONTIER AIRLINES	895	257	4,932,227	0.52	860	403	4,538,268	0.89
16	PSA AIRLINES	2,356	213	3,421,745	0.62	-	-	-	-
17	ENVOY AIR	3,104	453	3,303,994	1.37	-	-	-	-
	TOTAL	**88,390**	**3,551**	**199,113,172**	**0.18**	**70,347**	**3,836**	**168,892,293**	**0.23**

Note: For simplicity, statistics are displayed to two decimal places. Actual ranking order is based on our computer carrying out the number of decimal places to nine.

* All U.S. airlines with at least 0.5 percent of total domestic scheduled-service passenger revenues, as determined by DOT's Bureau of Transportation Statistics.

**Effective April 2018, data of the merged operations of Alaska Airlines and Virgin America are combined, and appear only as Alaska Airlines in this table. Totals for the ranking period reflect the deletion of Virgin America's data.

AIR TRAVEL CONSUMER REPORT

PASSENGERS DENIED BOARDING BY REPORTING U.S. AIRLINES

RANK	AIRLINE*	JANUARY - DECEMBER 2018				JANUARY - DECEMBER 2017			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	Involuntary DB's per 10,000 Passengers	DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	Involuntary DB's per 10,000 Passengers
		Voluntary	Involuntary			Voluntary	Involuntary		
1	DELTA AIR LINES	81,706	22	138,786,700	0.00	128,331	689	132,302,215	0.05
2	ENDEAVOR AIR	16,907	7	13,291,396	0.01	-	-	-	-
3	UNITED AIRLINES	35,724	93	99,595,563	0.01	47,057	2,111	93,797,365	0.23
4	JETBLUE AIRWAYS	2,500	36	37,997,354	0.01	2,081	1,478	36,191,843	0.41
5	HAWAIIAN AIRLINES	1,105	13	10,963,660	0.01	638	101	11,133,441	0.09
6	EXPRESSJET AIRLINES	7,979	40	8,773,854	0.05	19,460	792	14,716,334	0.54
7	REPUBLIC AIRWAYS	15,718	196	18,109,139	0.11	-	-	-	-
8	ALLEGIANT AIR	403	202	13,829,801	0.15	-	-	-	-
9	SOUTHWEST AIRLINES	21,622	2,423	161,516,687	0.15	36,482	8,279	155,958,380	0.53
10	SKYWEST AIRLINES	28,470	549	36,071,823	0.15	35,145	985	33,292,890	0.30
11	MESA AIRLINES	8,763	209	13,384,310	0.16	-	-	-	-
12	AMERICAN AIRLINES	61,274	2,614	133,844,068	0.20	47,459	4,933	130,819,181	0.38
13	PSA AIRLINES	9,332	309	13,522,038	0.23	-	-	-	-
14	ALASKA AIRLINES	8,721	743	32,302,771	0.23	7,974	789	24,921,671	0.32
15	SPIRIT AIRLINES	21,464	1,529	27,468,604	0.56	10,308	4,653	22,684,089	2.05
16	ENVOY AIR	14,653	734	13,051,610	0.56	-	-	-	-
17	FRONTIER AIRLINES	4,625	1,219	19,423,432	0.63	2,376	943	16,598,211	0.57
	TOTAL	**340,966**	**10,938**	**791,932,810**	**0.14**	**337,311**	**25,753**	**672,415,620**	**0.38**

Note: For simplicity, statistics are displayed to two decimal places. Actual ranking order is based on our computer carrying out the number of decimal places to nine.

* All U.S. airlines with at least 0.5 percent of total domestic scheduled-service passenger revenues, as determined by DOT's Bureau of Transportation Statistics.

**Effective April 2018, data of the merged operations of Alaska Airlines and Virgin America are combined, and appear only as Alaska Airlines in this table. Totals for the ranking period reflect the deletion of Virgin America's data.

CONSUMER COMPLAINTS

This section summarizes aviation consumer complaints filed with the Department via internet, in writing or by telephone. DOT has not determined the validity of the complaints. The report does not include safety complaints (which are handled by the Federal Aviation Administration) or security complaints (which are handled by the Transportation Security Administration). An explanation of each section of the report appears below:

Summary - Table 1 gives the total number of complaints, and breaks down complaints by industry groups (U.S. airlines, tour operators, etc.). As with most other sections of the report, figures for the current month are compared to the same month in the previous year.

Complaint Categories - Table 2 ranks the categories of complaints (baggage, refunds, etc.). A detailed explanation of each category appears at the end of the report.

U.S. Airlines - Table 3 shows the number of complaints against individual U.S. airlines, listed alphabetically and broken down by complaint category.

Incident Date - Table 4 shows the number of complaints against individual U.S. airlines, listed alphabetically and broken down by the percentage of complaints where the incident occurred in the most recent month versus previous periods (Incident Date data is not included in YTD section).

Companies Other Than U.S. Airlines - Table 5 (Table 4 in YTD reports) provides the same information as above for foreign airlines, and for tour operators, travel agents, etc.

Airline Rankings - Tables 6A (Table 5A in YTD reports) ranks the largest U.S. marketing and reporting airlines (those that each account for 0.5 percent of total domestic scheduled-service passenger revenues per the rate of complaints per 100,000 passengers. The system-wide enplanements (domestic and international scheduled and charter revenue passenger counts) are derived from the Form 41 Schedule T-100 traffic reports that carriers, under certification, are required to submit to BTS within 30 days following the end of each reporting month (14 CFR Part 241). System wide enplanements used for the complaint ranking ratios exclude military charters and non-revenue passengers.

46

AIR TRAVEL CONSUMER REPORT

TABLE 1

CONSUMER COMPLAINTS
SUMMARY

	DECEMBER 2018				DECEMBER 2017			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	542	35	2	79	629	39	0	105
FOREIGN AIRLINES	408	7	0	46	567	4	0	54
TRAVEL AGENTS	40	1	0	6	26	2	0	9
TOUR OPERATORS	0	0	0	0	1	0	0	0
MISCELLANEOUS	11	7	0	52	24	33	0	68
INDUSTRY TOTALS	1,001	50	2	183	1,247	78	0	236

47

AIR TRAVEL CONSUMER REPORT

Table 2

COMPLAINT CATEGORIES*

COMPLAINT CATEGORY	DECEMBER 2018			DECEMBER 2017		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	248		1	259	
DELAY			104			109
CANCELLATION			82			76
MISCONNECTION			37			38
BAGGAGE	2	201		3	223	
RESERVATIONS/TICKETING/BOARDING	3	145		4	150	
CUSTOMER SERVICE	4	100		6	108	
FARES	5	92		2	257	
REFUNDS	6	89		5	109	
DISABILITY	7	67		7	56	
OTHER	8	33		8	45	
FREQUENT FLYER			18			27
OVERSALES	9	22		9	27	
DISCRIMINATION	10	3		10	9	
ADVERTISING	11	1		11	4	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		1,001			1,247	

* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.

** INCLUDES FIGURES FOR SUB-CATEGORIES.

AIR TRAVEL CONSUMER REPORT

Table 3

COMPLAINTS AGAINST U.S. AIRLINES BY COMPLAINT CATEGORIES*
DECEMBER 2018

U.S. AIRLINES** ALPHABETICAL	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
ALASKA AIRLINES***	2	0	1	0	0	4	3	4	0	0	0	1	15
ALLEGIANT AIR	1	0	3	0	0	1	1	5	0	0	0	0	11
AMERICAN AIRLINES	46	6	13	8	10	28	15	19	1	1	0	5	152
DELTA AIR LINES	8	1	7	6	0	13	10	7	0	1	0	0	53
ENVOY AIR	5	0	1	0	0	0	1	0	0	0	0	0	7
FRONTIER AIRLINES	17	0	7	2	4	5	1	4	0	0	0	1	41
HAWAIIAN AIRLINES	1	0	0	2	1	3	2	0	0	0	0	0	9
JETBLUE AIRWAYS	9	0	4	2	1	5	5	4	0	0	0	1	31
MESA AIRLINES	7	0	0	0	0	0	1	0	0	0	0	0	8
REPUBLIC AIRWAYS	4	0	0	0	0	0	2	0	0	0	0	0	6
SKYWEST AIRLINES	9	0	0	0	0	0	1	0	0	0	0	0	10
SOUTHWEST AIRLINES	3	0	2	0	6	3	8	6	0	1	0	0	29
SPIRIT AIRLINES	11	3	15	12	4	2	7	4	0	0	0	0	58
UNITED AIRLINES	21	1	10	5	4	18	10	4	0	0	0	6	79
VIAAIR	3	0	2	0	0	0	0	0	0	0	0	0	5
Other U.S. Airlines	19	0	1	1	0	5	1	0	0	0	0	1	28
TOTAL DECEMBER 2018	166	11	66	38	30	87	68	57	1	3	0	15	542
% of TOTAL COMPLAINTS	30.6	2.0	12.2	7.0	5.5	16.1	12.5	10.5	0.2	0.6	0	2.8	
TOTAL DECEMBER 2017	187	18	74	58	42	101	69	49	3	8	0	20	629
% of TOTAL COMPLAINTS	29.7	2.9	11.8	9.2	6.7	16.1	11.0	7.8	0.5	1.3	0	3.2	

* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES FOLLOWS THIS SECTION.

** AIRLINES ARE LISTED INDIVIDUALY IF DOT RECEIVED FIVE (5) OR MORE COMPLAINTS AGAINST THEM DURING THE REPORTING PERIOD. COMPLAINTS AGAINST U.S. AIRLINES ACCOUNTING FOR FEWER COMPLAINTS THAN THAT ARE INCLUDED UNDER 'OTHER U.S. AIRLINES'.

***EFFECTIVE APRIL 2018, DATA OF THE MERGED OPERATIONS OF ALASKA AIRLINES AND VIRGIN AMERICA ARE COMBINED, AND APPEAR ONLY AS ALASKA AIRLINES IN THIS TABLE.

49

AIR TRAVEL CONSUMER REPORT

Table 4

COMPLAINTS AGAINST U.S. AIRLINES BY INCIDENT DATE*

U.S. AIRLINES ALPHABETICAL	COMPS RECD IN DEC	INCI- DENTS IN DEC	PERCENT	INCI- DENTS IN NOV	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALASKA AIRLINES**	15	7	46.7	2	13.3	4	26.7	2	13.3
ALLEGIANT AIR	11	6	54.5	3	27.3	2	18.2	0	0.0
AMERICAN AIRLINES	152	83	54.6	31	20.4	27	17.8	11	7.2
DELTA AIR LINES	53	24	45.3	9	17.0	17	32.1	3	5.7
ENVOY AIR	7	4	57.1	1	14.3	2	28.6	0	0.0
FRONTIER AIRLINES	41	19	46.3	11	26.8	10	24.4	1	2.4
HAWAIIAN AIRLINES	9	1	11.1	4	44.4	4	44.4	0	0.0
JETBLUE AIRWAYS	31	18	58.1	5	16.1	6	19.4	2	6.5
MESA AIRLINES	8	6	75.0	1	12.5	1	12.5	0	0.0
REPUBLIC AIRWAYS	6	3	50.0	1	16.7	1	16.7	1	16.7
SKYWEST AIRLINES	10	8	80.0	2	20.0	0	0.0	0	0.0
SOUTHWEST AIRLINES	29	16	55.2	4	13.8	7	24.1	2	6.9
SPIRIT AIRLINES	58	36	62.1	6	10.3	13	22.4	3	5.2
UNITED AIRLINES	79	44	55.7	13	16.5	14	17.7	8	10.1
VIAAIR	5	4	80.0	0	0.0	1	20.0	0	0.0
Other U.S. Airlines	28	19	67.9	4	14.3	3	10.7	2	7.1
Totals	542	298	55.0	97	17.9	112	20.7	35	6.5
Previous Year's Totals	629	365	58.0	84	13.4	124	19.7	56	8.9

* AIRLINES ARE LISTED INDIVIDUALLY IF DOT RECEIVED FIVE (5) OR MORE COMPLAINTS AGAINST THEM DURING THE REPORTING PERIOD. COMPLAINTS AGAINST U.S. AIRLINES ACCOUNTING FOR FEWER COMPLAINTS THAN THAT ARE INCLUDED UNDER 'OTHER U.S. AIRLINES'.

**EFFECTIVE APRIL 2018, DATA OF THE MERGED OPERATIONS OF ALASKA AIRLINES AND VIRGIN AMERICA ARE COMBINED, AND APPEAR ONLY AS ALASKA AIRLINES IN THIS TABLE.

AIR TRAVEL CONSUMER REPORT

Table 5

COMPANIES OTHER THAN U.S. AIRLINES* BY COMPLAINT CATEGORY**
DECEMBER 2018

	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
FOREIGN AIRLINES													
AER LINGUS	0	0	2	1	0	1	0	1	0	0	0	0	5
AEROMEXICO	4	0	6	1	3	4	1	0	0	0	0	0	19
AIR CANADA	4	0	0	0	1	2	0	0	0	0	0	0	7
AIR CHINA	1	0	2	0	0	6	0	0	0	0	0	0	9
AIR FRANCE	2	0	2	2	1	3	2	0	0	0	0	3	15
ALITALIA AIRLINES	0	0	2	0	1	2	1	0	0	0	0	0	6
AVIANCA	2	1	1	0	2	3	0	1	0	0	0	0	10
BRITISH AIRWAYS	3	0	1	4	3	3	2	0	0	0	0	0	16
CATHAY PACIFIC AIRWAYS	0	0	1	4	0	1	0	1	0	0	0	0	7
COPA	1	1	1	2	0	0	0	0	0	0	0	0	5
EMIRATES AIRLINES	1	0	1	1	1	2	2	1	0	0	0	0	9
ETHIOPIAN AIRLINES	1	0	0	1	1	8	2	0	0	0	0	0	13
ETIHAD AIRWAYS	1	0	0	1	2	2	0	0	0	0	0	1	7
FLY JAMAICA	1	0	0	0	4	0	1	0	0	0	0	0	6
IBERIA AIRLINES	1	0	3	1	1	2	2	1	0	0	0	2	13
INTERJET	2	0	1	0	1	2	0	0	0	0	0	0	6
KLM	1	0	0	0	0	4	0	0	0	0	0	0	5
LATAM	4	0	0	0	2	3	1	0	0	0	0	1	11
LOT POLISH AIRLINES	4	0	1	0	0	0	0	0	0	0	0	0	5
LUFTHANSA	2	1	4	0	2	5	5	1	0	0	0	0	20
NORWEGIAN AIR SHUTTLE	6	0	1	3	1	1	0	0	0	0	0	1	13
QATAR AIRWAYS	0	0	1	2	2	3	1	0	0	0	0	0	9
ROYAL AIR MAROC	0	0	0	0	0	6	0	0	0	0	0	0	6
SOUTH AFRICAN AIRWAYS	0	0	2	1	0	0	2	0	0	0	0	0	5
SWISS AIR	2	0	0	4	1	2	0	0	0	0	0	0	9
TURKISH AIRLINES	7	0	4	1	0	14	1	1	0	0	0	1	29
VIRGIN ATLANTIC AIRWAYS	1	1	0	1	1	0	1	0	0	0	0	1	6
VOLARIS AIRLINES	1	2	4	3	2	6	0	0	0	0	0	0	18
WOW AIR	5	1	4	5	0	2	0	0	0	0	0	1	18
OTHER FOREIGN AIRLINES	22	4	22	4	13	26	4	3	0	0	0	3	101
TOTALS	79	11	66	42	45	113	28	10	0	0	0	14	408
TRAVEL AGENTS													
CHEAPOAIR.COM	0	0	0	5	1	0	2	0	0	0	0	0	8
EXPEDIA.COM	0	0	2	0	2	0	0	0	0	0	0	1	5
JUSTFLY.COM	0	0	3	2	5	0	0	0	0	0	0	0	10
OTHER TRAVEL AGENTS	0	0	7	4	6	0	0	0	0	0	0	0	17
TOTALS	0	0	12	11	14	0	2	0	0	0	0	1	40

AIR TRAVEL CONSUMER REPORT

Table 5, cont'd.

COMPANIES OTHER THAN U.S. AIRLINES* BY COMPLAINT CATEGORY**
DECEMBER 2018

TOUR OPERATORS	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
OTHER TOUR OPERATORS	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTALS	0	0	0	0	0	0	0	0	0	0	0	0	0
MISCELLANEOUS													
Other Miscellaneous	3	0	1	1	0	1	2	0	0	0	0	3	11
TOTALS	3	0	1	1	0	1	2	0	0	0	0	3	11

* COMPANIES ARE LISTED INDIVIDUALLY IF DOT RECEIVED FIVE (5) OR MORE COMPLAINTS AGAINST THEM DURING THE REPORTING PERIOD. COMPLAINTS AGAINST COMPANIES ACCOUNTING FOR FEWER COMPLAINTS THAN THAT ARE INCLUDED UNDER 'OTHER FOREIGN AIRLINES,' 'OTHER TOUR OPERATORS,' ETC.

** A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES FOLLOWS THIS SECTION.

TABLE 6

AIR TRAVEL CONSUMER REPORT

AIR TRAVEL CONSUMER REPORT/ CONSUMER COMPLAINTS: LIST OF LARGE U.S. MARKETING CARRIERS* (NON-RANKED, IN ALPHABETIC ORDER).

DECEMBER 2018	
AIRLINE	**COMPLAINTS**
ALASKA AIRLINES NETWORK	**16**
- ALASKA AIRLINES	*15*
- BRANDED CODESHARE PARTNERS	*1*
ALLEGIANT AIR	**11**
AMERICAN AIRLINES NETWORK	**171**
- AMERICAN AIRLINES	*152*
- BRANDED CODESHARE PARTNERS	*19*
DELTA AIR LINES NETWORK	**62**
- DELTA AIR LINES	*53*
- BRANDED CODESHARE PARTNERS	*9*
FRONTIER AIRLINES	**41**
HAWAIIAN AIRLINES NETWORK	**9**
- HAWAIIAN AIRLINES	*9*
- BRANDED CODESHARE PARTNERS	*0*
JETBLUE AIRWAYS	**31**
SOUTHWEST AIRLINES	**29**
SPIRIT AIRLINES	**58**
UNITED AIRLINES NETWORK	**96**
- UNITED AIRLINES	*79*
- BRANDED CODESHARE PARTNERS	*17*
TOTAL	**524**

* All U.S. airlines with at least 0.5 percent of total domestic scheduled - service passenger revenues, as determined by DOT's Bureau of Transportation Statistics.

**Effective April 2018, data of the merged operations of Alaska Airlines and Virgin America are combined, and appear only as Alaska Airlines in this table.

AIR TRAVEL CONSUMER REPORT

TABLE 6A

AIR TRAVEL CONSUMER REPORT/ CONSUMER COMPLAINTS: LARGE U.S. OPERATING CARRIERS*

		DECEMBER 2018			DECEMBER 2017		
RANK	AIRLINE	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	PSA AIRLINES	2	1,100,509	0.18	-	-	-
2	SOUTHWEST AIRLINES	29	13,626,686	0.21	41	13,352,011	0.31
3	SKYWEST AIRLINES	10	3,236,401	0.31	9	3,009,472	0.30
4	ENDEAVOR AIR	4	1,180,840	0.34	-	-	-
5	REPUBLIC AIRWAYS	6	1,521,375	0.39	-	-	-
6	DELTA AIR LINES	53	11,959,686	0.44	85	11,115,607	0.76
7	EXPRESSJET AIRLINES	3	601,683	0.50	3	981,371	0.31
8	ALASKA AIRLINES**	15	2,794,831	0.54	8	2,202,332	0.36
9	ENVOY AIR	7	1,137,448	0.62	-	-	-
10	MESA AIRLINES	8	1,198,288	0.67	-	-	-
11	UNITED AIRLINES	79	9,409,187	0.84	98	8,966,873	1.09
12	JETBLUE AIRWAYS	31	3,543,380	0.87	17	3,429,835	0.50
13	HAWAIIAN AIRLINES	9	964,516	0.93	12	986,497	1.22
14	ALLEGIANT AIR	11	1,079,531	1.02	-	-	-
15	AMERICAN AIRLINES	152	12,145,984	1.25	177	12,135,095	1.46
16	SPIRIT AIRLINES	58	2,520,998	2.30	52	2,021,981	2.57
17	FRONTIER AIRLINES	41	1,659,001	2.47	26	1,617,025	1.61
	TOTAL	518	69,680,344	0.74	528	59,818,099	0.88

Note: For simplicity, statistics are displayed to two decimal places. Actual ranking order is based on our computer carrying out the number of decimal places to nine.

* All U.S. airlines with at least <u>0.5 percent</u> of total domestic scheduled - service passenger revenues, as determined by DOT's Bureau of Transportation Statistics.

**Effective April 2018, data of the merged operations of Alaska Airlines and Virgin America are combined, and appear only as Alaska Airlines in this table. Totals for the ranking period reflect the deletion of Virgin America's data.

 (-) Airline was not a ranked carrier in 2017.

AIR TRAVEL CONSUMER REPORT

TABLE 1 (YTD)

**CONSUMER COMPLAINTS
SUMMARY**

	JANUARY – DECEMBER 2018				JANUARY – DECEMBER 2017			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	8,876	831	13	1,315	11,571	896	14	1,512
FOREIGN AIRLINES	6,013	59	0	764	6,070	50	4	657
TRAVEL AGENTS	464	9	0	164	342	11	0	160
TOUR OPERATORS	0	0	0	0	4	0	0	0
MISCELLANEOUS	188	161	1	923	167	204	1	540
INDUSTRY TOTALS	15,541	1,060	14	3,166	18,156	1,161	19	2,869

AIR TRAVEL CONSUMER REPORT

Table 2 (YTD)

COMPLAINT CATEGORIES*

COMPLAINT CATEGORY	JANUARY - DECEMBER 2018			JANUARY - DECEMBER 2017		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	4,516		1	6,078	
CANCELLATION			1,882			2,533
DELAY			1,536			2,077
MISCONNECTION			648			861
BAGGAGE	2	2,728		2	2,745	
RESERVATIONS/TICKETING/BOARDING	3	1,907		3	2,194	
CUSTOMER SERVICE	4	1,614		4	1,781	
FARES	5	1,546		5	2,022	
REFUNDS	6	1,328		6	1,359	
DISABILITY	7	828		7	850	
OTHER	8	510		8	437	
FREQUENT FLYER			237			227
OVERSALES	9	409		9	511	
DISCRIMINATION	10	96		10	98	
ADVERTISING	11	57		11	80	
ANIMALS	12	2		12	1	
COMPLAINT TOTAL		15,541			18,156	

* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.

** INCLUDES FIGURES FOR SUB-CATEGORIES.

AIR TRAVEL CONSUMER REPORT

Table 3 (YTD)

COMPLAINTS AGAINST U.S. AIRLINES BY COMPLAINT CATEGORIES*
JANUARY - DECEMBER 2018

U.S. AIRLINES** ALPHABETICAL	FLIGHT PROBLEMS	OVER-SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERT-ISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
AIR WISCONSIN	30	0	2	0	0	4	2	0	0	0	0	1	39
ALASKA AIRLINES***	47	6	16	9	6	38	24	24	0	5	0	15	190
ALLEGIANT AIR	76	0	28	19	15	34	25	27	2	2	0	0	228
AMERICAN AIRLINES	712	70	200	159	116	261	263	185	4	21	0	53	2,044
BOUTIQUE AIR	4	0	1	0	1	4	0	1	0	0	0	0	11
COMMUTAIR	26	0	2	0	0	10	4	0	0	0	0	0	42
COMPASS AIRLINES	17	0	1	0	0	2	7	0	0	1	0	2	30
DELTA AIR LINES	235	30	105	130	23	153	145	109	2	15	0	38	985
ENDEAVOR AIR	43	1	1	0	0	3	9	0	0	1	0	1	59
ENVOY AIR	71	8	11	1	0	4	17	1	0	0	0	2	115
EXPRESSJET AIRLINES	32	0	0	0	0	0	1	0	0	0	0	0	33
FRONTIER AIRLINES	442	14	70	42	39	77	51	40	3	5	0	9	792
GOJET AIRLINES	15	1	0	0	0	5	2	0	0	0	0	1	24
HAWAIIAN AIRLINES	23	2	11	31	8	9	21	17	0	0	0	6	128
HORIZON AIRLINES	7	1	3	1	1	4	1	1	0	0	0	0	19
JETBLUE AIRWAYS	169	3	37	16	11	75	54	37	1	2	1	12	418
MESA AIRLINES	68	0	0	0	0	2	16	0	0	1	0	3	90
PENINSULA AIRWAYS	8	0	1	1	1	0	0	0	0	0	0	0	11
PIEDMONT AIRLINES	47	3	1	0	0	3	8	1	0	0	0	0	63
PSA AIRLINES	80	1	2	0	2	4	11	2	0	0	0	1	103
REPUBLIC AIRWAYS	71	0	3	0	0	6	9	2	0	1	0	2	94
SEABORNE AIRLINES	3	1	0	1	4	5	0	1	0	0	0	0	15
SILVER AIRWAYS	16	1	8	4	2	13	5	1	0	1	0	1	52
SKYWEST AIRLINES	132	4	2	1	0	7	19	0	0	0	0	4	169
SOUTHWEST AIRLINES	208	10	55	26	31	90	73	66	3	8	0	20	590
SPIRIT AIRLINES	205	48	178	112	70	49	84	42	6	5	0	15	814
SUN COUNTRY AIRLINES	52	0	5	3	7	39	5	1	0	0	0	0	112
TRANS STATES AIRLINES	31	0	0	0	0	2	3	0	0	0	0	3	39
UNITED AIRLINES	366	39	142	215	60	245	211	104	5	12	0	56	1,455
VIAAIR	16	1	2	0	10	0	0	0	0	0	0	0	29
VIRGIN AMERICA	7	2	5	1	2	2	3	2	0	0	0	0	24
Other U.S. Airlines	12	1	3	1	10	6	0	1	0	0	0	25	59
TOTAL JAN - DECEMBER 2018	3,271	247	895	773	419	1,156	1,073	665	26	80	1	270	8,876
% of TOTAL COMPLAINTS	36.9	2.8	10.1	8.7	4.7	13.0	12.1	7.5	0.3	0.9	0.0	3.0	
TOTAL JAN - DECEMBER 2017	4,856	350	1,206	887	635	1,277	1,228	715	51	81	1	284	11,571
% of TOTAL COMPLAINTS	42.0	3.0	10.4	7.7	5.5	11.0	10.6	6.2	0.4	0.7	0.0	2.5	

* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES FOLLOWS THIS SECTION.
** AIRLINES ARE LISTED INDIVIDUALLY IF DOT RECEIVED TEN (10) OR MORE COMPLAINTS AGAINST THEM DURING THE REPORTING PERIOD. COMPLAINTS AGAINST U.S. AIRLINES ACCOUNTING FOR FEWER COMPLAINTS THAN THAT ARE INCLUDED UNDER 'OTHER U.S. AIRLINES'.

***EFFECTIVE APRIL 2018, DATA OF THE MERGED OPERATIONS OF ALASKA AIRLINES AND VIRGIN AMERICA ARE COMBINED, AND APPEAR ONLY AS ALASKA AIRLINES IN THIS TABLE.

AIR TRAVEL CONSUMER REPORT

Table 4 (YTD)

COMPLAINTS AGAINST COMPANIES OTHER THAN U.S. AIRLINES BY COMPLAINT CATEGORY / JANUARY - DECEMBER 2018**

	FLIGHT PROBLEMS	OVER-SALES	RES/TKT/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERT-ISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
FOREIGN AIRLINES													
AER LINGUS	6	1	18	4	4	38	12	5	0	0	0	2	90
AEROFLOT	13	4	12	5	9	33	7	1	0	0	0	1	85
AEROMEXICO	21	2	52	24	27	39	16	2	1	1	0	2	187
AIR ASIA	0	0	2	3	3	1	2	0	0	0	0	0	11
AIR CANADA	67	10	40	12	11	67	25	13	0	2	0	0	247
AIR CHINA	26	0	10	4	12	41	6	0	0	0	0	1	100
AIR EUROPA	1	2	0	4	2	13	3	0	0	0	0	0	25
AIR FRANCE	84	9	26	35	17	114	22	10	0	1	0	10	328
AIR INDIA	13	1	9	10	15	11	12	1	0	0	0	2	74
AIR ITALY	0	0	2	2	1	4	1	2	0	0	0	0	12
AIR NEW ZEALAND	2	0	0	65	1	1	1	0	0	0	0	0	70
AIR SERBIA	3	0	2	1	0	4	0	0	0	0	0	0	10
ALITALIA AIRLINES	13	3	19	18	15	32	5	2	0	1	0	5	113
ANA ALL NIPPON AIRLINES	5	0	3	3	3	3	2	0	0	0	0	1	20
ASIANA AIRLINES	9	0	4	1	1	4	2	2	0	0	0	0	23
AUSTRIAN AIRLINES	4	0	4	1	4	12	7	2	0	0	0	1	35
AVIANCA	34	5	20	11	56	35	10	3	0	1	0	1	176
BAHAMASAIR	5	1	1	0	1	2	1	1	0	0	0	0	12
BRITISH AIRWAYS	39	7	27	25	21	52	13	5	0	2	0	6	197
BRUSSELS AIRLINES	4	0	1	1	1	18	0	0	0	0	0	0	25
CARIBBEAN AIRLINES	3	2	3	7	0	5	2	2	0	0	0	0	24
CATHAY PACIFIC AIRWAYS	5	1	5	32	4	8	9	6	0	0	0	6	76
CHINA AIRLINES	3	0	1	0	0	7	0	0	0	0	0	0	11
CHINA EASTERN AIRLINES	12	0	22	5	5	13	2	0	0	0	0	0	59
CHINA SOUTHERN AIRLINES	4	1	7	2	4	11	0	1	0	0	0	2	32
CONDOR	30	5	7	7	8	20	11	2	2	0	0	0	92
COPA	13	4	15	9	12	11	12	1	0	0	0	0	77
EASY JET	1	0	3	1	2	3	0	0	0	0	0	0	10
EGYPTAIR	3	0	1	2	3	1	3	1	0	1	0	1	16
EL AL ISRAEL	12	2	4	4	1	14	5	2	0	0	0	1	45
EMIRATES AIRLINES	14	0	29	19	17	46	21	8	1	0	0	7	162
ETHIOPIAN AIRLINES	21	1	25	10	13	53	14	2	0	0	0	4	143
ETIHAD AIRWAYS	10	3	26	23	8	31	7	0	0	0	0	3	111
EUROWINGS	6	0	1	0	2	6	0	0	0	0	0	0	15
EVA AIRWAYS	2	0	1	3	0	3	5	0	0	0	0	1	15
FIJI AIRWAYS	2	1	3	1	0	2	3	0	0	0	0	1	13
FINNAIR	2	0	4	1	2	1	2	0	0	0	0	0	12
FLY JAMAICA	9	0	0	0	6	0	1	0	0	0	0	0	16
HAINAN	6	0	3	2	3	5	3	0	0	0	0	1	23
HONG KONG AIRLINES	2	1	3	0	1	5	2	0	0	0	0	0	14

Table 4, cont'd. (YTD)   **AIR TRAVEL CONSUMER REPORT**
COMPLAINTS AGAINST COMPANIES OTHER THAN U.S. AIRLINES BY COMPLAINT CATEGORY / JANUARY - DECEMBER 2018**

FOREIGN AIRLINES	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
IBERIA AIRLINES	20	3	22	7	21	51	11	4	1	1	0	64	205
ICELANDAIR	10	2	8	2	4	17	5	4	0	0	0	2	54
INTERJET	15	0	10	6	16	15	3	3	0	0	0	1	69
JAPAN AIR LINES	5	0	4	1	1	2	2	0	0	0	0	6	21
JET AIRWAYS	7	0	14	2	5	20	8	1	0	0	0	4	61
KLM	20	1	7	5	2	33	8	6	1	1	1	0	85
KOREAN AIR LINES	7	1	1	4	0	2	4	2	0	0	0	0	21
KUWAIT AIRWAYS	9	0	1	0	4	9	0	1	0	0	0	0	24
LATAM	21	5	22	8	18	28	6	1	1	0	0	1	111
LOT POLISH AIRLINES	21	1	6	3	3	9	2	1	0	0	0	1	47
LUFTHANSA	35	8	52	16	22	51	23	13	0	2	0	2	224
NORWEGIAN AIR SHUTTLE	110	13	36	27	25	48	27	10	3	2	0	4	305
PAWA DOMINICANA	2	0	0	0	9	0	0	0	0	0	0	0	11
PHILIPPINE AIRLINES	9	1	7	2	6	10	7	2	0	0	0	2	46
PORTER AIRLINES	3	0	1	1	3	1	0	1	0	0	0	0	10
PRIMERA AIR	34	0	4	4	71	8	2	0	1	0	0	0	124
QANTAS AIRWAYS	1	1	1	2	3	8	4	0	0	0	0	0	20
QATAR AIRWAYS	7	4	19	15	20	32	11	5	1	0	0	3	117
ROYAL AIR MAROC	16	1	6	3	4	34	4	2	0	0	0	0	70
ROYAL JORDANIAN AIRLINES	5	3	4	0	3	11	0	2	0	0	0	1	29
RYAN AIR	6	0	3	1	2	2	1	0	0	0	0	0	15
SANTA BARBARA AIRLINES	1	0	2	0	12	0	0	0	0	0	0	0	15
SAS	12	1	5	4	8	13	7	0	0	0	0	0	50
SAUDI ARABIAN AIRLINES	5	0	12	2	2	12	3	0	0	0	0	0	36
SINGAPORE AIRLINES	4	1	4	5	10	5	1	0	0	0	0	3	33
SOUTH AFRICAN AIRWAYS	6	5	12	9	4	5	5	0	0	0	0	0	46
SWISS AIR	19	0	10	12	6	25	4	5	0	0	0	2	83
TAME	31	0	2	2	4	5	2	1	0	0	0	0	47
TAP	10	4	13	12	10	19	2	1	1	0	0	0	72
THOMAS COOK AIRLINES	7	0	1	0	2	6	2	0	0	0	0	0	18
TURKISH AIRLINES	42	7	48	22	38	91	18	8	0	1	0	12	287
UKRAINE INTERNATIONAL AIRLINES	13	0	3	7	1	6	4	0	0	0	0	0	34
VIRGIN ATLANTIC AIRWAYS	7	2	8	2	6	7	4	5	0	0	0	2	43
VIRGIN AUSTRALIA	2	0	1	4	0	6	1	0	0	0	0	0	14
VIVAAEROBUS	1	1	1	1	4	6	1	0	0	0	0	0	15
VOLARIS AIRLINES	15	10	32	18	29	20	13	2	3	0	0	1	143
VUELING AIRLINES	5	0	2	1	2	11	0	0	0	0	0	0	21
WEST JET	7	1	2	1	1	4	1	0	0	0	0	0	17
WOW AIR	82	14	43	34	47	78	19	4	1	0	0	2	324
XL AIRWAYS	4	1	2	0	4	9	1	0	0	0	0	1	22
OTHER FOREIGN AIRLINES	51	2	43	15	31	54	16	3	1	0	0	2	218
TOTALS	1,196	159	889	617	758	1,542	481	161	18	16	1	175	6,013

59

Table 4, cont'd. (YTD)   **AIR TRAVEL CONSUMER REPORT**

COMPLAINTS AGAINST COMPANIES OTHER THAN U.S. AIRLINES BY COMPLAINT CATEGORY / JANUARY - DECEMBER 2018**

TRAVEL AGENTS

CHEAPOAIR.COM	2	0	8	24	17	0	3	0	1	0	0	1	56
EXPEDIA.COM	2	0	19	12	21	0	1	0	0	0	0	2	57
JUSTFLY.COM	1	0	26	32	23	0	5	0	4	0	0	0	91
KIWI.COM	1	0	2	8	7	0	2	0	0	0	0	0	20
ONETRAVEL	1	0	5	2	4	0	1	0	0	0	0	0	13
ORBITZ.COM	1	0	5	6	6	0	1	0	1	0	0	0	20
PRICELINE.COM	0	0	11	9	16	0	5	0	3	0	0	0	44
VAYAMA	0	0	5	6	2	0	1	0	0	0	0	0	14
OTHER TRAVEL AGENTS	2	1	33	53	43	1	11	0	4	0	0	1	149
TOTALS	10	1	114	152	139	1	30	0	13	0	0	4	464

TOUR OPERATORS

OTHER TOUR OPERATORS	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTALS	0	0	0	0	0	0	0	0	0	0	0	0	0

MISCELLANEOUS

FAA	6	0	0	0	0	2	8	0	0	0	0	25	41
TSA	0	0	0	0	0	15	14	0	0	0	0	7	36
Other Miscellaneous	33	2	9	4	12	12	8	2	0	0	0	29	111
TOTALS	39	2	9	4	12	29	30	2	0	0	0	61	188

* COMPANIES ARE LISTED INDIVIDUALLY IF DOT RECEIVED TEN (10) OR MORE COMPLAINTS AGAINST THEM DURING THE REPORTING PERIOD. COMPLAINTS AGAINST COMPANIES ACCOUNTING FOR FEWER COMPLAINTS THAN THAT ARE INCLUDED UNDER 'OTHER FOREIGN AIRLINES', 'OTHER TOUR OPERATORS', ETC.

** A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES FOLLOWS THIS SECTION.

AIR TRAVEL CONSUMER REPORT

TABLE 5

AIR TRAVEL CONSUMER REPORT/ CONSUMER COMPLAINTS: LIST OF LARGE U.S. MARKETING CARRIERS* (NON-RANKED, IN ALPHABETIC ORDER).

	JANUARY - DECEMBER 2018
AIRLINE	**COMPLAINTS**
ALASKA AIRLINES NETWORK	**209**
- ALASKA AIRLINES**	*190*
- BRANDED CODESHARE PARTNERS	*19*
ALLEGIANT AIRLINES	**228**
AMERICAN AIRLINES NETWORK	**2,487**
- AMERICAN AIRLINES	*2,044*
- BRANDED CODESHARE PARTNERS	*443*
DELTA NETWORK	**1,118**
- DELTA AIR LINES	*985*
- BRANDED CODESHARE PARTNERS	*133*
FRONTIER AIRLINES	**792**
HAWAIIAN AIRLINES NETWORK	**128**
- HAWAIIAN AIRLINES	*128*
- BRANDED CODESHARE PARTNERS	*0*
JETBLUE AIRWAYS	**418**
SOUTHWEST AIRLINES	**590**
SPIRIT AIRLINES	**814**
UNITED AIRLINES NETWORK	**1,756**
- UNITED AIRLINES	*1,455*
- BRANDED CODESHARE PARTNERS	*301*
TOTAL	**8,540**

* All U.S. airlines with at least 0.5 percent of total domestic scheduled - service passenger revenues, as determined by DOT's Bureau of Transportation Statistics.

**Effective April 2018, data of the merged operations of Alaska Airlines and Virgin America are combined, and appear only as Alaska Airlines in this table.

AIR TRAVEL CONSUMER REPORT

TABLE 5A (YTD)

AIR TRAVEL CONSUMER REPORT/ CONSUMER COMPLAINTS: LARGE U.S. OPERATING CARRIERS*

RANK	AIRLINE	JANUARY - DECEMBER 2018			JANUARY - DECEMBER 2017		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	EXPRESSJET AIRLINES	33	9,260,676	0.36	113	15,524,240	0.73
2	SOUTHWEST AIRLINES	590	163,657,449	0.36	734	157,766,076	0.47
3	ENDEAVOR AIR	59	13,775,181	0.43	-	-	-
4	SKYWEST AIRLINES	169	38,955,705	0.43	192	35,866,378	0.54
5	REPUBLIC AIRWAYS	94	18,639,605	0.50	-	-	-
6	ALASKA AIRLINES**	190	33,544,584	0.57	149	26,110,618	0.57
7	MESA AIRLINES	90	14,293,179	0.63	-	-	-
8	DELTA AIR LINES	985	152,231,451	0.65	1,335	145,896,522	0.92
9	PSA AIRLINES	103	13,613,918	0.76	-	-	-
10	ENVOY AIR	115	13,633,325	0.84	-	-	-
11	JETBLUE AIRWAYS	418	42,194,314	0.99	456	40,023,383	1.14
12	HAWAIIAN AIRLINES	128	11,630,320	1.10	107	11,300,344	0.95
13	UNITED AIRLINES	1,455	113,310,802	1.28	2,029	107,367,194	1.89
14	AMERICAN AIRLINES	2,044	148,227,592	1.38	2,840	145,119,893	1.96
15	ALLEGIANT AIR	228	13,847,439	1.65	-	-	-
16	SPIRIT AIRLINES	814	28,739,805	2.83	1,333	23,816,830	5.60
17	FRONTIER AIRLINES	792	19,689,926	4.02	473	17,007,515	2.78
	TOTAL	8,307	849,245,271	0.98	9,761	725,798,993	1.34

Note: For simplicity, statistics are displayed to two decimal places. Actual ranking order is based on our computer carrying out the number of decimal places to nine.

* All U.S. airlines with at least <u>0.5 percent</u> of total domestic scheduled - service passenger revenues, as determined by DOT's Bureau of Transportation Statistics.

**Effective April 2018, data of the merged operations of Alaska Airlines and Virgin America are combined, and appear only as Alaska Airlines in this table. Totals for the ranking period reflect the deletion of Virgin America's data.

(-) Airline was not a ranked carrier in 2017.

AIR TRAVEL CONSUMER REPORT

Civil Rights Complaints by Air Travelers (Other Than Disability) for December 2018

This table includes complaints to the U.S. Department of Transportation's Aviation Consumer Protection Division* that allege discrimination in air travel based on race, ancestry/ethnicity, national origin, color, religion and sex**. All complaints alleging discrimination are investigated to determine if there has been a violation(s) of the passenger's civil rights.

	Race	Ancestry/ Ethnicity	National Origin	Color	Religion	Sex	Other
AMERICAN AIRLINES	1	0	0	0	0	0	0
DELTA AIR LINES	1	0	0	0	0	0	0
SOUTHWEST AIRLINES	1	0	0	0	0	0	0
TOTAL	3	0	0	0	0	0	0

To file an airline civil rights complaint: https://www.transportation.gov/airconsumer

**One complaint may raise multiple grounds for discrimination. The Aviation Consumer Protection Division categorizes each complaint based on the primary ground of the alleged discrimination.*

AIR TRAVEL CONSUMER REPORT

Civil Rights Complaints by Air Travelers (Other Than Disability) for January - December 2018

This table includes complaints to the U.S. Department of Transportation's Aviation Consumer Protection Division* that allege discrimination in air travel based on race, ancestry/ethnicity, national origin, color, religion and sex**. All complaints alleging discrimination are investigated to determine if there has been a violation(s) of the passenger's civil rights.

	Race	Ancestry/ Ethnicity	National Origin	Color	Religion	Sex	Other
AEROMEXICO	1	0	0	0	0	0	0
AIR CANADA	1	0	0	0	1	0	0
AIR FRANCE	0	0	1	0	0	0	0
ALASKA AIRLINES	4	0	0	0	0	1	0
ALITALIA AIRLINES	1	0	0	0	0	0	0
ALLEGIANT AIR	1	0	0	0	0	1	0
AMERICAN AIRLINES	14	1	2	2	0	1	1
AVIANCA	0	0	1	0	0	0	0
BRITISH AIRWAYS	1	0	1	0	0	0	0
COMPASS AIRLINES	1	0	0	0	0	0	0
DELTA AIR LINES	10	0	3	2	0	0	0
EGYPTAIR	0	0	0	0	0	1	0
ENDEAVOR AIR	1	0	0	0	0	0	0
FRONTIER AIRLINES	3	0	1	0	0	1	0
IBERIA AIRLINES	0	0	1	0	0	0	0
JETBLUE AIRWAYS	1	0	0	0	1	0	0
KLM	1	0	0	0	0	0	0
LUFTHANSA	1	1	0	0	0	0	0
MESA AIRLINES	1	0	0	0	0	0	0
NORWEGIAN AIR SHUTTLE	2	0	0	0	0	0	0
REPUBLIC AIRWAYS	1	0	0	0	0	0	0
SILVER AIRWAYS	1	0	0	0	0	0	0
SOUTHWEST AIRLINES	8	0	0	0	0	0	0
SPIRIT AIRLINES	2	0	0	1	0	2	0
TURKISH AIRLINES	0	0	0	0	0	1	0
UNITED AIRLINES	8	0	2	1	0	1	0
TOTAL	64	2	12	6	2	9	1

To file an airline civil rights complaint: https://www.transportation.gov/airconsumer
***One complaint may raise multiple grounds for discrimination. The Aviation Consumer Protection Division categorizes each complaint based on the primary ground of the alleged discrimination.*

COMPLAINT CATEGORIES

Flight Problems: Cancellations, delays, or any other deviations from schedule, whether planned or unplanned.

Oversales: All bumping problems, whether the airline complied with DOT Oversales regulations.

Reservations, Ticketing, boarding: Airline or travel agent mistakes made in reservations and ticketing; problems in making reservations and obtaining tickets due to busy telephone lines or waiting in line, or delays in mailing tickets; problems boarding the aircraft (except Oversales).

Fares: Incorrect or incomplete information about fares, discount fare conditions and availability, overcharges, fare increases and level of fares in general.

Refunds: Problems in obtaining refunds for unused or lost tickets, fare adjustments, or bankruptcies.

Baggage: Claims for lost, damaged or delayed baggage, charges for excess baggage, carry-on problems, and difficulties with airline claims procedures.

Customer Service: Rude or unhelpful employees, inadequate meals or cabin service, treatment of delayed passengers.

Disability: Civil rights complaints by air travelers with disabilities.

Advertising: Advertising that is unfair, misleading or offensive to consumers.

Discrimination: Civil rights complaints by air travelers (other than disability); for example, complaints based on race, national origin, religion, etc.

Animals: Loss, injury or death of an animal during air transport provided by an air carrier.

Other: Frequent flyer, tours credit, cargo problems, security, airport facilities, claims for bodily injury, and others not classified above.

65

AIR TRAVEL CONSUMER REPORT

December 2018 Airline Reports to DOT of Incidents Involving the Loss, Injury or Death of Animals During Air Transportation

14 CFR Part 235 of DOT regulations require U.S. carriers that operate at least one aircraft that has a designed seating capacity of 60 or more seats to report to DOT on any incidents involving the loss, injury or death of an animal in its scheduled domestic or international passenger transportation. An "animal" for this purpose is (1) any animal which at the time of the transportation was being kept as a pet in a family household in the United States or (2) any dog or cat which was shipped as part of a commercial shipment on a scheduled passenger flight, including shipments by trainers and breeders.

An airline is required to submit a report for any month in which it experienced such a loss, injury or death during air transportation. DOT publishes these reports monthly and forwards the reports to the U.S. Department of Agriculture, which enforces the Animal Welfare Act. The copies of the reports that appear on this website are redacted to remove identifying information about individuals, including the owner of the animal.

A statistical summary of the reports appears in the table below. To see the redacted version of the actual reports filed by these airlines, click the airline's name.

Carrier	Death	Injury	Loss
Alaska Airlines	0	1	0
United Airlines	1	0	0
TOTAL	1	1	0

66

AIR TRAVEL CONSUMER REPORT

Airline Reports to DOT of Incidents Involving the Loss, Injury or Death of Animals During Air Transportation

Annual Report of 2018 Incidents

The monthly reports on the previous page are required only during a month in which a carrier has a reportable incident. In addition, U.S. carriers that operate at least one aircraft that has a designed seating capacity of 60 or more seats, are required to report the total number of reportable animal incidents for the entire calendar year and the total number of animals transported in the calendar year. This report must be filed with DOT within 15 days after the end of that year. This annual report is required even if a carrier had no reportable incidents during the year. Click the carrier's name to see the redacted version of the actual incident reports filed by these airlines.

Carrier*	Death	Injury	Loss	Total Incidents	Total Transported	Incidents per 10,000 animals transported
Horizon Air	0	0	0	0	17,479	0.00
Republic Airways	0	0	0	0	8,429	0.00
Endeavor Air	0	0	0	0	7,913	0.00
Mesa Airlines	0	0	0	0	7,320	0.00
ExpressJet Airlines	0	0	0	0	6,791	0.00
GoJet Airlines	0	0	0	0	3,976	0.00
Compass Airline	0	0	0	0	3,619	0.00
CommutAir	0	0	0	0	1,160	0.00
Envoy Air	0	0	0	0	1,127	0.00
Sun Country Airlines	0	0	0	0	70	0.00
Alaska Airlines**	0	1	0	1	143,634	0.07
SkyWest Airlines	0	1	0	1	32,515	0.31
American Airlines	1	1	0	2	61,040	0.33
United Airlines	2	1	0	3	44,432	0.68
Delta Air Lines	4	3	0	7	75,611	0.93
Hawaiian Airlines	3	0	0	3	9,505	3.16
TOTAL	10	7	0	17	424,621	0.40

*The rankings of the carriers that had no incidents are based on total number of animals transported.
**Effective April 2018, data of the merged operations of Alaska Airlines and Virgin America are combined, and appear only as Alaska Airlines in this table.

AIR TRAVEL CONSUMER REPORT

Airline Reports to DOT of Incidents Involving the Loss, Injury or Death of Animals During Air Transportation

Annual Report of 2018 Incidents, cont'd.

The following air carriers do not transport animals:

Carrier	Death	Injury	Loss	Total Incidents	Total Transported	Incidents per 10,000 animals transported
Allegiant	0	0	0	0	0	0
Frontier Airlines	0	0	0	0	0	0
JetBlue Airways	0	0	0	0	0	0
Southwest Airlines	0	0	0	0	0	0
Spirit	0	0	0	0	0	0

Customer Service Reports to the U.S. Department of Homeland Security for the Month of December 2018 as provided by the Transportation Security Administration [a]

The Transportation Security Administration (TSA) screened approximately 66 million airline passengers and their 53 million checked bags in the month of December as part of its efforts to secure the homeland. Since its formation, TSA has maintained a strong focus on customer service and began collecting customer service data voluntarily to improve security operations. TSA values all input and encourages passengers to contact the agency if they believe that the level of service provided does not meet their expectations [b]. Below is a summary of contacts with TSA either by e-mail, or telephone for the month of December.

Note: Comparing the numbers below with the number of passenger complaints about airlines (found in this report) is not appropriate. Complaints about airlines tabulated in this report represent a more limited group, namely, those who take the extra step of contacting the U.S. Department of Transportation to complain about an airline. Airlines themselves receive thousands of complaints and inquiries directly from passengers that are not recorded in this report. TSA no longer reports claims data, as the number of claims received does not reflect the incidents for that month. However, the personal property data below includes complaints of mishandling of a passenger's property in carry-on luggage.

Courtesy [c]		Screening Procedures		Processing Time		Personal Property	
Number of Complaints	Percentage of Flying Public [c]	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public
845	0.00128%	36	0.00005%	71	0.00011%	521	0.00079%

NOTES
[a] Under Section 421(a) of Vision 100--Century of Aviation Reauthorization Act, Public Law 108-176 (December 12, 2003), 49 U.S.C. 329(e), the U.S. Department of Homeland Security, through TSA, has provided this customer service report on passenger and baggage screening complaints and incidents to the U.S. Department of Transportation.

[b] The TSA Contact Center can be reached via e-mail, TSA-ContactCenter@dhs.gov, or telephone, (866) 289-9673. Contact Center representatives are available from 8:00AM to 11:00PM EST Monday through Friday. Weekends and holidays 9:00AM to 8:00PM.

[c] The percentage is based on the number of reports divided by the number of passengers or number of bags screened by TSA in the month of December.

As of February 2007, TSA calculates the number of checked bags screened. In the past, TSA used data provided by the Air Transport Association to calculate the number of checked bags screened.